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Service Definition: VoicePower Support, Training, and Onboarding (Lot 3)

Service Name: VoicePower Training, Onboarding and Support (Cloud)

Service Description

VoicePower provides UK-based cloud support services for speech recognition, dictation workflow and ambient clinical documentation solutions. We support organisations to plan, onboard, configure, deploy and optimise cloud services, and provide responsive operational support to keep users productive. Services include onboarding and implementation planning, technical configuration support, user and administrator training, adoption and change support, and ongoing incident and service request management.

Support, onboarding and training activities are delivered remotely. Technical support sessions are typically provided using secure, **attended** remote access via TeamViewer.

No unattended or persistent remote access is used. Where a buyer's policies or preferences require alternative tools, support can be delivered using buyer-approved remote access methods on request. Remote training is delivered using Microsoft Teams as standard, with **buyer-preferred platforms** such as Zoom or Google Meet available where required to align with buyer IT or security policies.

VoicePower works with IT, clinical and operational stakeholders to integrate services into day-to-day workflows, including remote desktop environments where applicable, and to align deployments with security, governance and information governance requirements. **VoicePower does not host or operate the underlying SaaS platforms** and provides support within the capabilities and constraints of the vendor services. Where required, VoicePower manages escalation to software vendors and **remains the buyer's primary point of contact throughout the escalation process.**

Service Features and Benefits

Service Features

- Onboarding and deployment planning (scope, readiness, rollout approach, stakeholders)
- Technical onboarding and configuration support aligned to vendor administrative tooling

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- Secure, attended remote technical support using TeamViewer or buyer-approved alternatives
- End-user training delivered remotely via Microsoft Teams or alternative platforms on request
- Administrator training covering user management, governance and usage oversight
- Enhanced support following go-live
- Business-as-usual support for incidents, service requests and “how-to” guidance
- Vendor liaison and escalation for platform-level issues and service incidents
- Knowledge base materials, quick start guides and standard operating procedures
- Adoption and optimisation support, including refresher sessions and drop-in clinics

Service Benefits

- Faster, lower-risk onboarding and rollout
- Improved user adoption and productivity
- Flexible delivery aligned with buyer security and IT standards
- Clear support ownership and escalation routes
- Reduced internal support burden for buyer organisations

Service Scope

Onboarding (Implementation Support)

- Discovery and requirements capture (use cases, environments, stakeholders)
- Deployment planning and onboarding checklists
- Guidance on access, identity and device readiness
- Configuration support within vendor-provided administrative tools
- Pilot onboarding and phased rollout support
- Structured handover into business-as-usual support

Training (Enablement)

- Role-based end-user training sessions delivered remotely
- Administrator training for service oversight and governance
- Training delivered via Microsoft Teams, with Zoom or Google Meet available where required
- Train-the-trainer options for internal champions
- **Training can be adapted to meet accessibility requirements**, including paced delivery, captions and alternative materials where required

Support (Business as Usual)

- Email or ticket-based support for incidents and service requests
- Phone support for urgent issues
- Secure, attended remote support sessions using TeamViewer or buyer-approved alternatives
- Escalation management and coordination with software vendors
- Optional service reviews covering recurring issues, adoption trends and optimisation opportunities

Service Constraints

- Services are delivered remotely unless otherwise agreed
 - Standard support hours are Monday to Friday, 09:00–17:00 UK, excluding public holidays
 - **Extended hours support may be provided by prior agreement**
 - Resolution times depend on issue severity, buyer responsiveness and third-party dependencies
 - Platform capabilities and limitations are defined by the underlying software vendors
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Support Levels

- **Standard:** Onboarding support, training and business-as-usual support
 - **Enhanced:** Increased support during rollout and early-life operation
 - **Optimisation:** Ongoing reviews, adoption clinics and advanced training
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Measurement and Reporting

- Support response and resolution times
- Ticket volumes and recurring issue themes
- Training delivery and attendance
- Actions and recommendations from service reviews

Metrics relate to the delivery of support and training services, not the performance or availability of the underlying SaaS platforms.