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G-Cloud 15 Service Definition for Microsoft Dragon Copilot

What is Microsoft Dragon Copilot?

Microsoft Dragon Copilot is a cloud-hosted clinical AI documentation solution. The service enables clinicians to securely capture clinical conversations and clinical dictation and automatically generate draft clinical documentation and summaries for review and approval.

Dragon Copilot can be used to support front-end clinical documentation at the point of care, as well as post-encounter documentation tasks, within supported electronic patient record (EPR) systems and Microsoft 365 environments.

Dragon Copilot is delivered as a Software as a Service (SaaS) solution hosted on Microsoft Azure. It is accessed via supported web browsers and desktop environments and provides secure access to AI-generated draft documentation within the clinician's existing clinical workflow.

The service is intended to reduce administrative burden, improve documentation quality, and allow clinicians to spend more time focused on patient care. All documentation generated by Dragon Copilot must be reviewed, edited where required, and authorised by a qualified clinician prior to clinical use.

Who is VoicePower Ltd?

VoicePower Ltd is a UK-based specialist provider of speech recognition and clinical documentation solutions. VoicePower has extensive experience supporting NHS and public-sector organisations with the deployment, adoption, and support of cloud-hosted clinical systems.

VoicePower acts as a reseller and support partner for Microsoft Dragon Copilot. Services provided by VoicePower include pre-sales consultancy, onboarding support, configuration guidance, and first-line UK-based user support. Optional training and optimisation services can be provided where required.

VoicePower operates an information security framework aligned with ISO/IEC 27001 principles and is Cyber Essentials Plus certified.

Why Microsoft Dragon Copilot?

Microsoft Dragon Copilot is designed to support modern clinical documentation workflows by using AI to assist with the creation of accurate and structured clinical notes.

The service supports:

- Automated generation of draft clinical documentation from clinician–patient conversations
- Summarisation of clinical encounters into structured notes
- Secure integration with supported EPR systems and Microsoft 365 environments
- Role-based access control using Microsoft identity and security services

Dragon Copilot is intended for use by qualified healthcare professionals and members of the clinical care team. The service supports safer documentation practices by producing reviewable draft notes rather than final clinical records.

Licensing

Microsoft Dragon Copilot is licensed per user and is provided as a subscription-based SaaS service.

Licensing is managed within the buyer's Microsoft tenant and can be assigned or removed by authorised administrators. Feature availability and access can be controlled by user or group using Microsoft Entra ID and Microsoft 365 administration tools.

Licensing terms, subscription duration, and commercial arrangements are confirmed at the point of order.

On-boarding

In order to be onboarded, buyers must have a supported Microsoft Azure and Microsoft 365 environment. User access is enabled once licensing has been provisioned.

VoicePower works with the buyer's IT and clinical teams to:

- Confirm technical prerequisites
- Support identity and access configuration
- Provide guidance on safe and appropriate clinical use

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- Assist with supported integrations where applicable

Documentation and guidance are provided to enable users to begin using the service. Formal training and workflow optimisation services can be provided separately if required.

Deployment

Microsoft Dragon Copilot is delivered as a cloud-hosted service and does not require on-premises installation.

The service is accessed via supported web browsers and Windows environments and can be used across multiple clinical locations, subject to network connectivity and access controls. Platform updates are delivered automatically by Microsoft, reducing deployment and maintenance overhead for IT teams.

Maintenance

Maintenance, updates, and enhancements to Dragon Copilot are managed by Microsoft as part of the cloud service.

Planned maintenance is scheduled to minimise disruption and is communicated through Microsoft's standard service health and notification mechanisms.

Customisations

Microsoft Dragon Copilot supports configuration-level customisation to align with organisational workflows and governance requirements.

Customisation includes:

- User roles and permissions
- Licensing and feature enablement
- Approved application and EPR integrations
- Organisational security and access policies

Customisations are carried out using Microsoft 365, Azure, and Entra ID administration tools. The underlying AI models and service logic are not modified by buyers or VoicePower.

Training

The service can be used without formal training; however, training is recommended to support safe and effective adoption.

VoicePower can provide optional training and optimisation services, including user onboarding, workflow guidance, and best-practice usage. Training services are not included in the standard subscription and are typically procured separately.

Usage Metrics

Usage metrics for Dragon Copilot are available through Microsoft Azure and Microsoft 365 administrative tools.

Metrics include user activity, service usage volumes, licensing utilisation, and service health indicators. These metrics enable organisations to monitor adoption and usage patterns across their deployment.

Hardware for End Users

End users require:

- A supported Windows device or mobile device
- A modern web browser
- A suitable microphone or headset for clinical voice capture

Existing audio hardware should be checked for compatibility prior to use.

Mobile App

Dragon Copilot can be accessed on supported mobile devices via modern web browsers, enabling clinicians to review and interact with generated clinical documentation while working remotely or on the move.

Desktop use typically provides fuller integration with clinical systems and a larger interface for detailed review and editing.

Ordering and Invoicing Process

VoicePower accepts official NHS and public-sector purchase orders. Invoicing is carried out in accordance with agreed contractual terms.

Trial Service Available

Trial or proof-of-concept availability is subject to confirmation and may be subject to restrictions on the use of live patient data.

Hosting Information and Locations

Microsoft Dragon Copilot is hosted on Microsoft Azure.

For UK customers:

- Customer data at rest is stored in the United Kingdom
- Data is processed within Microsoft's EU Data Boundary
- All communication between client applications and the service uses TLS 1.2 or above

Microsoft applies encryption and physical security controls in line with recognised cloud security standards.

High Availability, Back-Up and Disaster Recovery

Dragon Copilot benefits from Azure's built-in high availability, redundancy, and fault-tolerant design.

Service availability, backup, and disaster recovery processes are managed by Microsoft in line with its cloud service commitments and operational standards.

Monitoring, Maintenance and Support

Dragon Copilot infrastructure and platform monitoring are managed by Microsoft.

VoicePower provides first-line UK-based user support during standard business hours and acts as the primary point of contact for issue triage and escalation. Where required, VoicePower liaises directly with Microsoft to support incident resolution.

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Off-boarding

When a user no longer requires access, their licence can be removed or reassigned by an authorised administrator.

At the end of the contract, access to Dragon Copilot is disabled. Clinical documentation created using the service remains stored within the buyer's own clinical systems or Microsoft 365 environment.

Data Extraction / Removal

Dragon Copilot does not act as a system of record.

Clinical documentation generated using the service is saved into the buyer's own systems. No separate data extraction is required at the end of the contract. Any transient processing data is retained and deleted in accordance with Microsoft's Online Services Terms and Data Protection Addendum.