

G-Cloud 15

Service Definition:

Corti Assistant

Ambient Voice

Technology (AVT)

AI that understands healthcare

Corti Assistant sets a new standard for Ambient Voice Technology—designed specifically for healthcare, it understands medical context, terminology, and clinical workflows.

Corti Assistant delivers cutting-edge AI clinical documentation support for UK clinicians.

Your consultation, structured beautifully

Built on a proprietary Large Language Model (LLM) which has been trained exclusively on millions of healthcare cases, Corti Assistant is an ambient intelligent, medically specialised AI assistant, designed to assist healthcare professionals by automating the process of note-taking and creating clinical documentation from patient visits and online consultations.

Corti automatically pulls the important bits from your conversation (things like symptoms, history, vitals, and next steps) and organises them as bullet-point facts. You can drag, edit, or delete facts before generating a document that's ready for the EHR.

Supporting Better Patient Care

Given that healthcare professionals spend over 50% of their time on clinical documentation and administrative tasks, Corti Assistant can help doctors and healthcare organisations deliver better, more timely and higher quality medical notes and letters, leading to improved patient care:

- **Reduces Documentation Time** – Corti Assistant records audio of live consultations, transcribes the audio into text in real time, summarises the content, converts it into structured clinical notes, letters, referrals etc, allows for review, edit and refinement of document then transfers final document automatically into the EHR.
- **Enhances Accuracy and Reduces Errors** – Corti Assistant features best of breed speech recognition and a highly developed Clinical Large Language Model (LLM) to ensure high accuracy and real-time transcription of consultations. Doctors are then able to review and edit content and consider prompts by Corti to add any further clinical information in order to produce the most accurate, complete and error free document.
- **More Focus on Patient Care** – In reducing the administrative burden on Doctors, Corti Assistant provides healthcare professionals with more time and the scope to place greater emphasis on patient care and achieving successful outcomes, and

- **Reduces Doctor Burnout** – with doctors facing increasing workloads and a heavy administrative burden, Corti Assistant is an important aid in combatting stress, fatigue and physician burnout.

WHY CORTI ASSISTANT?

At its core, Corti Assistant turns spoken consultations into structured, editable documentation.

The workflow is simple and predictable:

**Conversation → Transcript → Clinical facts →
Clinical Coding → EHR-ready documents**

During a consultation, the assistant listens continuously. Speech is transcribed using healthcare-optimised recognition, then analysed to extract clinically relevant facts such as symptoms, history, vitals, and plans. These facts are presented as structured, editable items that clinicians can review, adjust, or reorganise before generating one or more documents. From a single conversation, you can generate multiple outputs such as Patient Assessment notes (SOAP), H&P, emergency notes, referral letters, discharge summaries or patient summaries, all based on the same curated fact set.

Real-time facts

As a live consultation (or clinician dictation) is recorded, Corti Assistant notes the facts in real-time. Facts are formatted in easy-to-read bullet points.

AI Documentation Creation

Corti Assistant is loaded with ready-made templates for consultations, referral letters and more. Users also have the freedom to create their own custom templates.

Mobile Working

Corti Assistant is browser-based software, allowing clinicians to access their software across multiple locations and likewise record during home visits.

Risk Averse AI

By using its Healthcare specific LLM, Corti Assistant's hallucination rate is significantly reduced compared to AI-Scribes relying on open source A

Evolve clinical documentation from typing to talking

Corti AI's best-in-class Ambient Voice Technology is powered by its superior, proprietary and healthcare specific speech-to-text:

Corti Speech-to-text - Speech-to-text is a machine learning technology that provides the ability to transform individual or conversational spoken audio into text. Such speech-to-text capability has been used in medical transcription

workflows for decades. Corti speech-to-text is specifically designed for use in the healthcare domain.

Corti Speech-to-text Models (LLM's) - Corti speech-to-text models are validated on one of the industry's largest medical lexicons, covering over 150,000 terms. From drug names to anatomical terminology and specialty-specific language, Corti is optimised for precise accuracy in real-world clinical settings.

By focusing exclusively on healthcare, our models achieve higher medical term recall and accuracy than general-purpose systems, ensuring that every diagnosis, treatment, and detail is captured reliably, whether in general practice or highly specialised care.

CORTI ASSISTANT - KEY BENEFITS

Benefits at a glance

Clinicians Save 2 Hours A Day

Compared to self-typing consultation notes and supporting documentation/correspondence.

Improves Clinical Accuracy

The AI listens and transcribes the entire consultation creating accurate records in seconds.

Reduces Administrative Burden

By automatically generating structured clinical notes, Corti Assistant frees up valuable clinician time allowing them to focus on the patient during consultations rather than typing.

Enhances Patient Safety

As clinicians do not have to focus on typing, frees up cognitive load for investigation and diagnosis.

More clarity for patients

The patient record being generated by AI allows for standardised notes in a language that patients understand.

Promotes Consistent Care Standards

With AI-powered support based on clinical best practices, Corti helps ensure a consistent level of care across departments and organisations.

CORTI ASSISTANT – KEY FEATURES

Features at a glance
Works for home working, remote sessions and patient visits
Browser-based and device-agnostic – access from PC, laptop, tablet, mobile, apple watch
Listens to the full consultation (or individuals' dictation) and creates a detailed summary of the clinician/patient encounter in real time
No information missed – captures symptoms, history and clinical reasoning instantly
Adds Clinical Coding
Additional bullet points can be added by voice or keyboard
Bullet points can then be transformed by AI into structured notes, correspondence, documents or any template created
Built-in chat to ask the AI any questions about the consultation (i.e. What medication are they taking? How old is the patient?)
Pause and resume feature can be used twenty minutes or twenty weeks after the original consultation
Supports multilingual environments and localised clinical language
(coming soon) Provides real-time clinical decision support during consultations
(coming soon) Flags potential oversights to support accurate, safe decision-making
(coming soon) Prompts additional clinical questions based on context and symptoms

Ethical AI for clinical workflow

Corti Assistant has built AI to assist - not replace - clinicians.

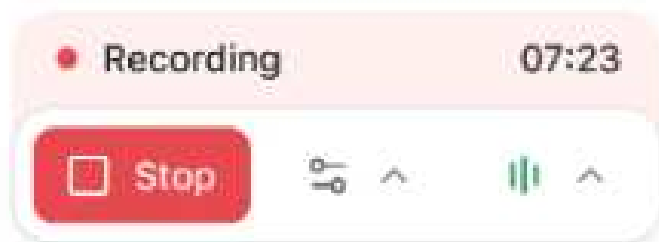
- ✓ Every model is optimised for patient safety, and regulatory fit. Corti's AI speaks the language of medicine, but keeps the human in control at all times delivering the benefits of automation without compromising on ethics.
- ✓ Trained only on healthcare data - no internet noise
- ✓ Every feature goes through rigorous security checks - from automated scans to expert reviews
- ✓ Bias detection evaluations, explainability, and clinical safety checks
- ✓ Good Machine Learning Practices to train and validate our algorithms to ensure good model reliability and interpretability

CORTI ASSISTANT – KEY IT FEATURES

IT Features at a glance
Secure, hosted on Microsoft Azure
Works in remote environments including Citrix and Remote Desktop
Fully GDPR and NHS compliant with Class 1 Medical Device certification
ISO 27001, DCB0129, Cyber Essentials - certified data handling
On NHS Register for AVTs (Ambient Voice Technology)
Scalable deployment across teams and sites
Minimal hardware requirements
Usage reporting and audit logs
Automatic updates and continuous improvement via AI learning

Key Corti Assistant features to support workflow:

USER WORKFLOW:



1. **Listen.** Captures your conversation in real-time

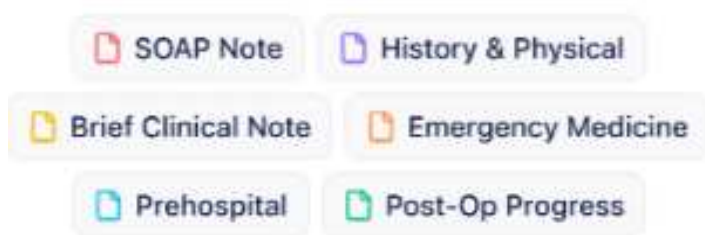
PATIENT

I've had this burning kind of pain in my chest for the last two days. And strangely at night when I lie down, it gets worse.

2. **Transcribe.** Accurately converts speech-to-text

- ✓ 55-year-old male
- ✓ Reports burning chest pain for two days
- ✓ Worse when lying down, especially at night
- ✓ Diagnosed with hypertension in 2021
- ✓ HR 71 beats per minute

3. **Extract.** Key clinical facts from the conversation



4. **Generate.** Ready-to-use documents for your EHR

Corti automatically pulls the important bits from your conversation (things like symptoms, history, vitals, and next steps) and organises them as bullet-point facts. You can drag, edit, or delete facts before generating a document that's ready for the EHR.

Ambient Scribing

Corti Assistant is an ambient scribing solution which gives you a production-ready, healthcare-grade assistant that listens to clinical conversations, structures medical information, and generates EHR-ready documentation.

Corti Assistant Templates

One Interaction, Multiple Documents- Generate multiple types of documentation for a single interaction, e.g., SOAP note and Patient Summary.

Customisable Formats- Use templates tailored for various medical specialties, enabling the generation of various types of clinical notes, letters, discharge summaries, and your unique use case needs.

Flexible Workflows - Use pre-defined templates or cater to more dynamic workflows by selecting the desired, relevant sections.

Data Security and Service Continuity



UK Digital Tech Assessment
Criteria compliance report
available.



UK Data Security and
Protection Toolkit for
health organisations.



UK clinical risk
management system for
digital health software.

Security-first infrastructure

From data encryption to automated failover, Corti's infrastructure is hardened for production healthcare workloads. No bolt-on modules and no security gaps.

- FIPS-compliant AES encryption at rest and TLS 1.2+ in transit
- Per-customer encryption keys and strict key management
- Role-based access with Azure AD + full audit logging
- Geo-distributed redundancy, automated failover
- DRATA-backed compliance monitoring

Privacy by design

Corti architecture is privacy-native. Integrated from initial architecture to product deployment.

- Corti Assistant is compliant with GDPR and all NHS required standards.
- Data minimisation by default
- Data hosted in Microsoft Azure data centres.
- Trusted Subprocessors who meet rigorous privacy and security standards
- Transparent data deletion and retention practices. Your data belongs to you

Hosted in Microsoft Azure Data Centre:

The Microsoft Azure cloud is designed to be highly available 24x7 and delivers consistent uptimes of 99.95%. Microsoft Azure meets a broad set of international and industry-specific compliance standards. Details of all certifications per region can be found at: <https://azure.microsoft.com/en-gb/overview/trusted-cloud/>.

High availability and service continuity

The services are deployed in an active/stand-by configuration, with the primary data centre taking live traffic, and all relevant data is replicated to the secondary data centre continuously. In the unlikely event of a data centre failure, all traffic will be rerouted to the secondary data centre. The potential for data loss in the event of an outage, Recovery Point Objective (RPO), is 15 minutes or less.

On-boarding and Off-boarding Processes

Trusted by over 600 NHS sites, Crescendo brings decades of experience in deploying clinical productivity tools like Corti Assistant.

Whether you're a single clinician or an NHS Trust, Crescendo ensures that you're not just receiving software – you're gaining a fully supported solution with:

- Expert-led onboarding and training
- Custom template creation, quickly and accurately
- Seamless deployment across clinical teams
- Ongoing support for IT, clinicians and management
- Flexible licensing switching leavers for new starters
- Detailed usage and ROI analytics

Expert Training & Ongoing Support

Crescendo's specialists will train your teams on how to get the best out of Corti Assistant, whilst also training them to ensure patient safety.

Included in our Premium Subscription:

- Unlimited refresher training sessions
- Access to instant support via phone, email or live chat
- Support for onboarding new starters with license transfer and training
- Monthly usage reporting

Seamless Adoption Across Teams & Organisations

Having worked with many NHS Trusts, Crescendo understands the challenge of driving the adoption of new software. Hence, we assist the process with:

- Internal champions and super-user programmes
- Webinars and train-the-trainer sessions
- Discovery - Organisation-wide customisation and deployment strategies
- Shared templates and workflow configurations

Crescendo provides a full onboarding service for Corti Assistant. Following an order for Corti Assistant, this section describes the Crescendo professional services team approach to engaging with the client during implementation. It describes the makeup of the Crescendo team and recommendations for client participation along with a description of the services and deliverables expected from each.

It describes how Crescendo assist the client to achieve a smooth rollout of Corti Assistant and to maximise ROI in the software by ensuring that the product is implemented in the most efficient way and staff are fully equipped to make best use of its tools and features.

While the software is designed to be simple to access and use, we follow a structured five-step plan to ensure successful adoption across all users:

1. **Comprehensive welcome pack** – Includes login details, access instructions, user guides, support contacts and a training-booking link.
2. **Online training** – Live remote sessions for individuals or teams covering Corti's core features, consultation workflows, and guidance on the responsible and safe use of AI in clinical settings.
3. **Template setup** – Custom consultation templates and output structures configured by Crescendo to match organisational requirements.
4. **Follow-up support** – post-training check-ins to answer questions, resolve early issues and ensure users feel confident using Corti.
5. **Responsive support** – Direct access to Crescendo's helpdesk for troubleshooting, guidance and ongoing assistance, with escalation to Corti for issues requiring vendor input.

Planning Services and Methodology

Crescendo's Planning Services include detailed project management activities, closely aligned to the organisation's goals; these include definition and management of project goals, development and tracking of implementation plans; training plans and scheduling, change management, resolution of issues, regular status calls and post training follow up.

RESPONSIBILITIES:

Crescendo Systems:

1) Crescendo Project Manager:

- Guides Client through implementation process
- Provides guidance around planning deployment and end user support
- Guides Client in developing appropriate workflow routines
- Confirm schedules and dependencies for training activities
- Hosts and manages project, technical and training planning meetings

- Tracks project to ensure on-time delivery.
- Ensures project is tracking to project objectives.
- Tracks issues and risks
- Coordinates internal and external resources that are assigned or critical to the project success.
- Educates and guides Clients on best practices
- Coordinates the implementation and training events and evaluates project risk with knowledge obtained through training attendance and training skill set reviews

2) Crescendo Technical Support Consultant:

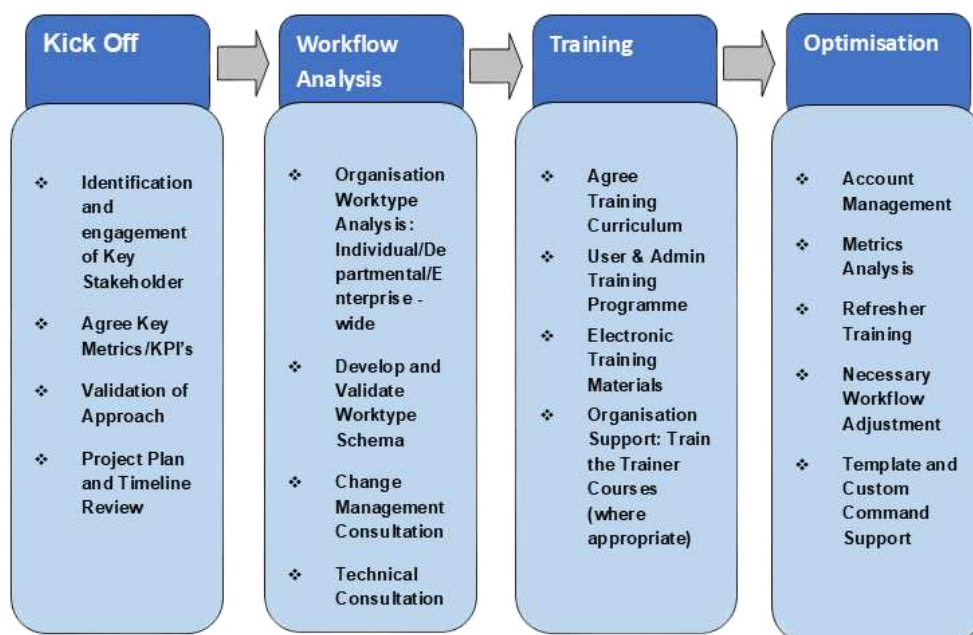
- Review pre installation requirements
- Review hardware
- Install applications
- System testing

3) Crescendo Application Support Consultant:

- Analyses Workflow Routines
- Create custom commands and templates, where appropriate

4) Crescendo Application Training Specialist:

- Preparation of training documentation
- Document current workflow
- Document proposed workflow
- Admin/User Training
- Adjust workflow based on user feedback
- Provide go live support



Customer Organisation:

1) Client Project Manager:

- Authority to drive project and make project decisions
- Main contact for the Crescendo project Team
- Identifies and manages Client project team
- Coordinates Client resources for all activities, ensures attendance as needed
- Reviews feedback from provider training, determine lessons learned
- Communicates timeline expectations and constraints
- Attends regular status meetings
- Identifies and provides timely access to all stakeholders with material input to the overall requirements for the Project
- Approves and communicate Support Strategy
- Schedules Client training as defined
- Coordinates activities to carry out performance analysis and measure success metrics

2) Technical Leads:

Understand project timeframe, determine resources for project

3) Training Lead:

Provide insight on lessons learned from previous IT projects, assists with scheduling, allocates resources to shadow training events or attends Train-the-Trainer (if applicable)

POST-IMPLEMENTATION:

Every client project has an assigned Crescendo Account Manager who will oversee the entire project, from initial purchase through implementation to post-implementation guidance and advice in terms of developing the success of the solution going forward. Customer success and satisfaction are paramount as is maximising the opportunity for ROI and productivity gains across the organisation/practice.

Deliverables to be provided related to Services being delivered:

Corti Assistant User Guide/Training Material

Workbooks/Manual to guide organisation through successful Corti Assistant implementation and training

Kick Off Meeting

Client specific presentation created by Crescendo to officially initiate the Corti Assistant project

Implementation Plan

A customised detailed list of phases, milestones, and tasks including resources, dates and status

Implementation and Adoption Checklist

A comprehensive list of recommended tasks to complete for a successful implementation

Risk Log

List of identified risks that may impact the implementation along with impact assessment and mitigation plan.

Issues Log

List of identified issues during the Corti Assistant implementation. This will be used to track issues and drive to resolution

Lessons Learned

Document what happened during the project, determine why it happened, and action steps/recommendations to take for future planning

Adoption Advancement Recommendations

Based on the Lessons Learned meeting, Crescendo will make recommendations for additional Corti Assistant adoption

Training Services:

Online Training Courses:

Crescendo offer dedicated Corti Assistant courses online for both users and administrative staff. Onsite training is available for individuals or groups of users.

User Training Programme Length: 60 mins

Admin Training Programme Length: 60 mins

'Train the Trainer' Courses:

Some organisations with training departments choose to adopt a 'Train the Trainer' strategy. Crescendo instructors will ensure the internal training team acquires the skills needed to train end users.

Train the Trainer Course Program Length: ½ Day

Internal trainers can also acquire classroom knowledge and develop their training technique by shadowing the Crescendo Online training courses.

Off-boarding Process:

- When the contract ends all user's data is deleted.
- There is no requirement to extract the data as this was simply the audio to create the text, it is not kept in the system for future reference.
- At the end of the contract the users no longer have access to the software and are not able to use the software.

Support Services:

Note: Crescendo Support Services are included within the (Annual/Monthly) Corti Assistant Subscription Fee.

The Corti Assistant solution is supported by Crescendo's full time technical support team who operate the Customer helpline and support centre in the UK. The technical support team's normal hours are Monday-Friday, 9am-5pm GMT

Crescendo SLA

Escalation	Description
Level 1	Emergency situation where a fault is affecting the whole operation of the system thus rendering it inoperable
Level 2	Urgent situations where important features of the System are not working correctly.
Level 3	Faults in System capability which do not affect the delivery and presentation of user data to target sites.
Level 4	Cosmetic problems which do not affect the operation of the system but can be classed as minor defects or transient faults.

Ordering and Invoicing Process:

Ordering is completed in accordance with the G-Cloud 15 Call-Off Contract

Termination Terms:

Contract length is a minimum of 12 months. Termination is in accordance with the Supplier terms and conditions.

Technical Requirements:

Corti Assistant System Requirements:

Minimum Resolution: 1280×720 (HD); optimal experience at 1920×1080 (Full HD) or higher.

RAM: At least 4 GB is recommended.

Browser: Must be accessed via a secure HTTPS connection.

Microphone: A high-quality microphone is recommended for accurate transcription.

User Experience: It is designed to be used in non-emergency environments and can be accessed through a browser-based interface or mobile application.