

G-Cloud 15

Service Definition:

DigiWeb

Digital Dictation

Fast Transcription

Speech Recognition

AI Assistance

DigiWeb - Service Definition

Overview:

DigiWeb is a cloud-based AI-Powered Voice & Documentation Platform that streamlines the document creation process.

Perfect documents at the click of a button.

DigiWeb enables users to capture spoken information and conversations, convert them into accurate written text and produce structured, high-quality documentation efficiently.

An “All-In-One” Document Solution, DigiWeb provides a suite of powerful tools, **Digital Dictation**, **Fast Transcription**, **Speech Recognition**, and **AI Assistance** to enable busy professionals to work more efficiently.

DigiWeb gives professionals the flexibility to choose a workflow, or combination of workflows, that work for them and create documentation via Smartphone, Tablet or PC.

- 1) Classical Digital Dictation to send audio to secretaries/agencies for manual typing.
- 2) DigiWeb’s Speech Recognition For professionals who prefer to manage their own documentation and self-edit or do not have secretarial assistance, and
- 3) AI Assistant to instantly create structured, template based high-quality documents.

- ✓ UK-Azure Cloud
- ✓ Works in browsers
- ✓ No admin rights
- ✓ Works across all devices
- ✓ Supports existing hardware

In whatever flavour/s the user chooses, DigiWeb gives professionals the tools to create superior documents with speed, accuracy and insight.

DigiWeb is designed to work across a range of industries including, but not limited to, Healthcare, Government, Local Authorities (including Social Care), Blue Light Organisations and private sector enterprises, such as Corporate, Financial institutions and Legal.



Built-in tools:

Digital Dictation

Traditional workflow where users record audio and secretaries (or agencies) transcribe it.

Fast Transcription

Convert audio files to text in seconds, complete with AI spelling and grammar check.

Speech Recognition

User speaks and voice is converted to text in real-time. 99.9% accurate British English vocabulary, enhanced with auto AI punctuation.

Multi-Speaker Transcription

Listens in the background of a meeting and produces a full person-by-person transcript.

AI Assistance

Built in AI Chat + Custom AI buttons that instantly generate structured documents from dictations.

Document Translation

AI to translate documentation into any mainstream language at a click of a button.

General Features:

General Features
Fully managed by Crescendo All user accounts and workflow changes, customisations etc done by Crescendo.
Cloud-based software hosted on UK-based Microsoft Azure servers No installations, no admin rights, automatic updates
Works on any device with an internet connection Desktop, Laptop, Tablet and Smartphone
Accessible via leading web browsers – no install needed Google Chrome, Microsoft Edge, Apple Safari, Mozilla Firefox
One enterprise-wide license for users Multi-site license for users who work across companies, departments or sites
Detailed usage analytics and ROI reporting
DigiWeb Connect Local installation allows for use with dictation hardware and EPRs (EMIS Web & TPP SystemOne)
Compatible with all leading Digital Dictation hardware providers i.e. Philips & Olympus
Scalable licensing and user management for teams and entire organisations
Secure access with compliant MFA and encryption

Features for DigiWeb Authors (Person Dictating)

Flexible Workflow – Individuals choose the tools that work for them

Record dictations labelled with key information to send for typing

Prioritise and route jobs to transcriptionists when needed

Use speech-to-text for documentation then clean up grammar using the AI Assistant

Multi-speaker functionality

AI Assistant structures notes/documents/correspondence from audio file into pre-defined fields

Creation of custom templates to slot into existing systems (i.e. Meeting Notes, Letters etc)

Features for Transcriptionists (Person Typing/Fixing)

Instant access to dictated audio and transcribed text

Personalised worklist of clearly labelled jobs with key information

Simple in-app collaboration with authors using comment and revision tools

Use Fast transcription to convert audio files into transcribed to text with grammar in seconds

Click Custom AI buttons to input dictations into pre-defined structured templates such as letters and emails

Create custom document/correspondence templates to use with AI

Support multiple workflows across Digital Dictation and AI-enhanced outputs

Key Benefits:

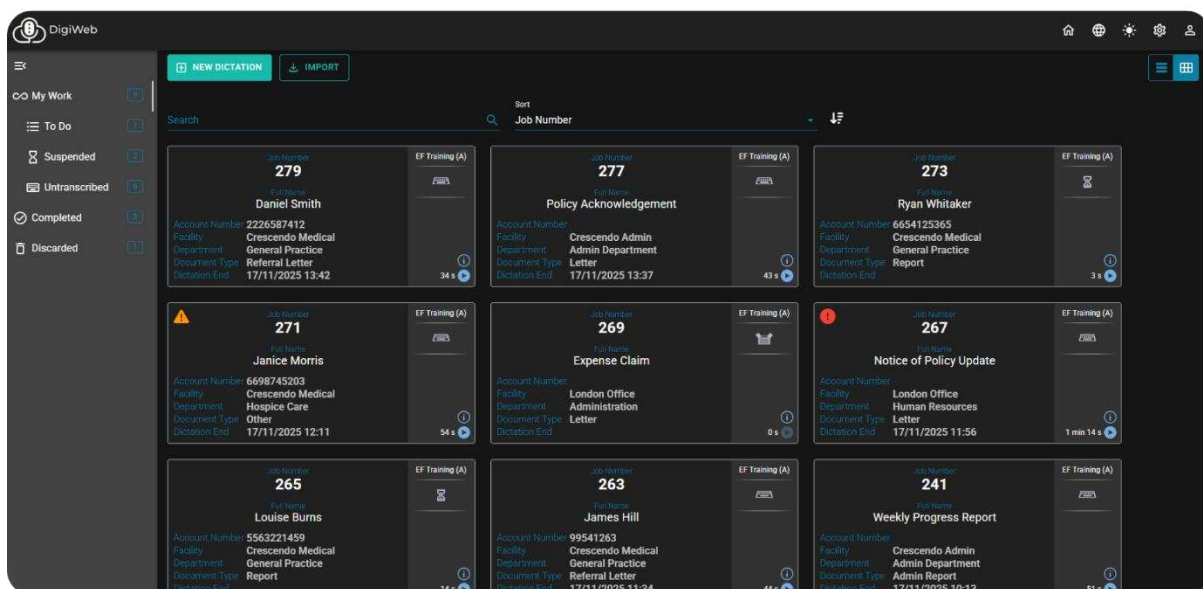
-  **Accelerate document production**
DigiWeb reduces the time required to create documents by enabling users to dictate, transcribe, and generate documentation within a single platform. Audio can be converted into usable text within seconds, improving turnaround times.
-  **Enhance document accuracy and consistency**
AI-powered spelling and grammar tools help improve clarity and consistency in documentation, reducing common errors and the need for rework.
-  **Improve service responsiveness**
Faster document turnaround supports more timely communication and improves organisational responsiveness across public-facing services.
-  **Save employee time**
By reducing the need for manual typing and repetitive administrative tasks, DigiWeb helps staff spend less time on documentation and more time on their core duties.
-  **Support individual work styles**
DigiWeb supports multiple workflows, including traditional dictation, fast transcription, speech recognition, and AI-assisted drafting, allowing users to work in the way that suits them best.
-  **Enable flexible working**
DigiWeb is accessible through a web browser on desktop, laptop, tablet, and mobile devices, supporting remote, hybrid, and mobile working.

- ✓ **Reduce IT involvement**
Delivered as a fully managed SaaS solution (including admin tasks), DigiWeb requires no complex local installations or manual updates, reducing the ongoing burden on IT teams.
- ✓ **Lower operational costs**
Automated transcription and AI-assisted document creation can reduce reliance on manual transcription services and administrative overheads.
- ✓ **Provide cost-effective functionality**
DigiWeb offers a broad range of documentation tools within a single subscription-based service, helping organisations manage costs while maintaining capability.
- ✓ **Strengthen data security**
The service is hosted on UK-based Microsoft Azure infrastructure and uses encryption in transit and at rest to protect customer data.

Crescendo DigiWeb Workflow:

DigiWeb For the Author

- Voice can be captured anytime, on any device with a supported web browser, this includes mobile, tablet, or at a desk using a professional dictation device (i.e. Philips, Olympus) or the majority of built-in PC microphones.
- Recorded and imported voice can be sent to a secretary for typing, transcribed using Speech Recognition, and even used to create documents in your defined format using the built-in AI Assistant Buttons.



Developed alongside Microsoft specialist's, using cutting-edge Azure technologies, all data resides in the UK.

- 
Web-Based
- 
Digital Dictation
- 
Speech Recognition
- 
AI Document Creation
- 
Full Hardware Support
- 
Fully Managed

DigiWeb For the Transcriptionist

Supporting professional transcription foot pedals from Olympus, Philips and VEC, desktop transcription can take place traditionally by listening to voice and typing.

However, for those who want a little extra, simple button presses can convert voice into text, add punctuation, tidy up grammar and even create a finished document in your defined format ready to be copied to your final destination.

Job Number	Length	Priority	Status	Full Name	Account Number	Facility	Department	Document Type	Dictation End	Author Name
267	1 min 14 s	High	Processing	Notice of Policy Update		London Office	Human Resources	Letter	17/11/2025 11:56	EF Training (A)
271	54 s	Medium	Processing	Janice Morris	6698745203	Crescendo Medical	Hospice Care	Other	17/11/2025 12:11	EF Training (A)
37	21 min 36 s	Low	Processing	Multi-Speaker	Multi-Speaker	Crescendo Technical	Main Department	Other	14/10/2025 10:22	Andy Author
241	51 s	Low	Processing	Weekly Progress Report		Crescendo Admin	Admin Department	Admin Report	17/11/2025 10:13	EF Training (A)
257	16 s	Low	Processing	John Barryman	293610	London Office	Administration	Report	17/11/2025 10:41	SB_Training Account
263	44 s	Low	Processing	James Hill	99541263	Crescendo Medical	General Practice	Referral Letter	17/11/2025 11:34	EF Training (A)
275	14 s	Low	Processing	Simon George	584746	London Office	Human Resources	Other	17/11/2025 12:56	SB_Training Account
277	43 s	Low	Processing	Policy Acknowledgement		Crescendo Admin	Admin Department	Letter	17/11/2025 13:37	EF Training (A)
279	34 s	Low	Processing	Daniel Smith	2226587412	Crescendo Medical	General Practice	Referral Letter	17/11/2025 13:42	EF Training (A)

Traditional typing, or add that little bit of AI where needed. Your dictation system, your choice...

- Foot Pedal Support
- Trad Transcription
- Speech-to-Text
- AI Document Creation
- Cloud Hosted
- Fully Managed

DigiWeb - Management

At Crescendo, we believe that exceptional support sets us apart from other suppliers and analysing historical customer conversations revealed that most inquiries revolve around software installation and system management. To address this, we've removed these needs from our new cloud-based system, making support more seamless than ever.

On demand system management takes the burden off your staff giving them more time to concentrate on other duties. It also improves management turnaround time as our experienced and dedicated staff aim to make user account and workflow settings within 30-minutes.

The screenshot shows the DigiWeb Admin interface. At the top, there is a 'Search Criteria' bar with fields for Document #, Author, Route, Status, and Priority, along with buttons for SEARCH, RESET CRITERIA, and REFRESH. Below this is a table with the following columns: Document Number, Audio Duration, Status, Priority, Author Email, Route, Facility, Department, Document Type, and Transcriptionist Name. The table contains 10 rows of data. At the bottom left of the table is a 'CONFIGURE COLUMNS' button, and at the bottom right are navigation arrows and a page number '1'.

Document Number	Audio Duration	Status	Priority	Author Email	Route	Facility	Department	Document Type	Transcriptionist Name
279	34 s	Untranscribed		ef_training(a)@crescendocloud.co.uk	EF Training	Crescendo Medical	General Practice	Referral Letter	
277	43 s	Untranscribed		ef_training(a)@crescendocloud.co.uk	EF Training	Crescendo Admin	Admin Department	Letter	
275	14 s	Untranscribed		sb_training@crescendocloud.co.uk	SB Training	London Office	Human Resources	Other	
273	3 s	Suspended		ef_training(a)@crescendocloud.co.uk	EF Training	Crescendo Medical	General Practice	Report	
271	54 s	Untranscribed		ef_training(a)@crescendocloud.co.uk	EF Training	Crescendo Medical	Hospice Care	Other	
269	0 s	Draft		ef_training(a)@crescendocloud.co.uk	EF Training	London Office	Administration	Letter	
267	1 min 14 s	Untranscribed		ef_training(a)@crescendocloud.co.uk	EF Training	London Office	Human Resources	Letter	
265	14 s	Suspended		ef_training(a)@crescendocloud.co.uk	EF Training	Crescendo Medical	General Practice	Report	
263	44 s	Untranscribed		ef_training(a)@crescendocloud.co.uk	EF Training	Crescendo Medical	General Practice	Referral Letter	

Management made simple using our dedicated, experienced team who action changes within 30-minutes.

-  Zero Staff Setup
-  Zero Staff Training
-  Bespoke Configuration
-  Fast Response Times

DigiWeb Analysis Tools

DigiWeb is a managed service that currently provides usage reports either on demand or at predefined intervals, such as weekly or monthly. These reports, delivered in Excel or PDF format, include details on the number of dictations created, who created them, and when they were created. We also provide transcription reports that show who transcribed the dictations, the number of dictations processed, and the total transcription time. These reports will soon be available for customers to generate independently through a secure reporting portal.

Reporting types

- Real-time dashboards
- Regular reports
- Reports on request

Hosting, Security and Compliance:



DigiWeb is hosted on Microsoft Azure infrastructure located within the United Kingdom. The service is designed to support secure access, secure storage, and appropriate controls for public sector use.

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.

Encryption

Encryption in transit using modern transport security protocols.

Encryption at rest for stored data.

Authentication and access control

Username and password authentication.

Multi-factor authentication (MFA).

Role-based access controls.

Compliance

UK GDPR.

Cyber Essentials.

Customer data is logically segregated within the DigiWeb service. If dedicated environments are required, this can be discussed during onboarding.

Data handling and retention:

DigiWeb stores audio recordings, transcripts and generated documents to support the documentation workflow. The inclusion of identifiable client or patient information is optional and depends on the customer's usage and processes.

Retention and deletion

Retention periods can be agreed with the customer and can be changed upon request. On contract termination, customer access is removed and customer data is securely deleted.

Data export

Data export is available on request and may be chargeable depending on the scope and format required.

Service availability and continuity

DigiWeb is designed to be highly available and is hosted on resilient UK cloud infrastructure. Crescendo targets a service uptime of 99.9%. Continuity measures include monitoring, managed updates, and backup and recovery processes.

Where customers require specific RTO/RPO commitments or detailed continuity documentation, Crescendo can provide this during pre-contract discussions and onboarding.

Onboarding and offboarding

Onboarding

Onboarding is fully managed by Crescendo Systems. This includes setup, configuration and guidance to support effective implementation and adoption, together with assigning a dedicated Account Manager to constantly monitor and track the on-going success of the deployment.

Crescendo offers a full onboarding service for DigiWeb. Whilst the software is designed to be "log in and go", we use a structured five-step plan to ensure successful adoption across all users:

1. **Comprehensive welcome pack** – Includes login details, access instructions, training videos, knowledgebase links, support contact information and a training-booking link.
2. **Online training** – Live remote training sessions for individuals or teams, covering core features, workflows and best practices.
3. **Workflow customisation** – Creation and configuration of document templates, routing rules and workflows tailored to the organisation's needs.
4. **Follow-up support** – Post-training check-ins to answer questions, resolve early issues and ensure users are confident with the system.
5. **Responsive support** – Direct access to Crescendo's helpdesk via phone, email and livechat for troubleshooting, guidance and ongoing assistance.

Crescendo's mission is to assist the client in achieving a smooth rollout of DigiWeb, ensuring that ROI is maximised through careful and efficient Implementation together with effective training delivery to enable staff to make the best use of its tools and features.

Planning Services and Methodology

Crescendo's Planning Services includes 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
- Guides Client in developing a Support Strategy

- Confirm schedules and dependencies for training activities
- Hosts and manage 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
- Reviews feedback from training and determines any lessons learned



2) Crescendo Technical Support Consultant:

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

3) Crescendo Application Support Consultant:

- Analyse 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
- Create user profiles and assign licences
- 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)

Deliverables to be provided related to Services being delivered

✓ **DigiWeb User Guide/Training Material**

Workbooks/Manual to guide organisation through successful DigiWeb implementation and training

✓ **Kick Off Meeting**

Client specific presentation created by Crescendo to officially initiate the DigiWeb 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 DPA implementation. This will be used to track issues and drive to resolution

✓ **Lessons Learned**

User to 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 DigiWeb adoption

Training Services

Online Training Courses:

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

User Training Program Length: 30 mins

Admin Training Program Length: 30 mins

(Comprehensive, back-up training videos are also available)

'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.

Offboarding

Access removed upon contract termination.

Customer data securely deleted.

Data export available on request (may be chargeable).

Support Services

Support is provided by Crescendo Systems' UK-based support team and is included within the DigiWeb subscription.

Support channels

- ✓ Telephone helpline
- ✓ Email
- ✓ Live chat
- ✓ Chatbot
- ✓ Web form
- ✓ Knowledge base

Support hours

Monday to Friday, 9am to 5pm (UK). Out-of-hours support is available at an additional cost.

Incident priorities and response times

Priority One

Application not working and the client cannot use the software: 1-hour response.

Priority Two

Application operational but not functioning correctly or causing disruption:
3-hour response.

Priority Three

General questions or feature-use queries: 8-hour response.

Ordering, invoicing and contract terms

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

Licensing and pricing model

DigiWeb is licensed on a per-user subscription basis. The basic dictation package is available from £120 + VAT per user (pricing varies by package and configuration).

Contract term and termination

Minimum contract term is 12 months. Termination is in accordance with the applicable call-off contract and Crescendo Systems' terms and conditions.

Technical requirements

- Internet access.
- HTML 5 Web Browser (Microsoft Edge, Firefox, Chrome, Safari)
- Compatible operating systems:
 - Android, iOS, Linux or Unix, macOS, Windows, ChromeOS
- Mobile access - Yes