

G-Cloud 15

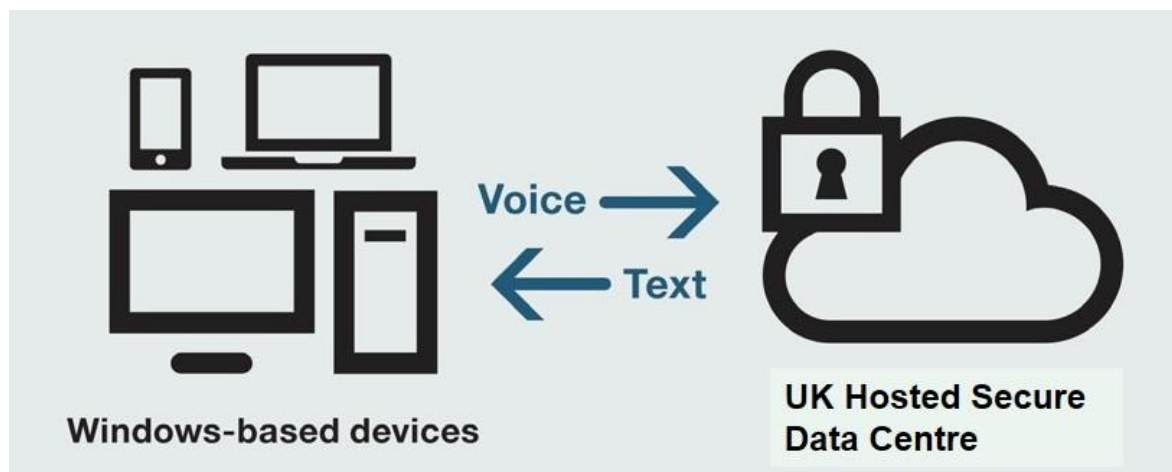
Service Definition:

Dragon Professional Anywhere (DPA)

Dragon Professional Anywhere (DPA) - Service Definition

**Cloud Speech Recognition subscription service.
Lightweight versatility, heavyweight performance**

Dragon® Professional Anywhere Cloud is a speech recognition solution empowering business professionals to create high quality documentation – all by voice.



Everyone from individuals to large Enterprises, such as Corporate, Financial or Government sectors, can streamline repetitive and manual documentation processes. While saving time for IT staff and boosting productivity and efficiency for busy professionals across work teams and work groups.

The combination of the next generation Cloud speech recognition engine and lightweight client application virtually eliminates performance issues caused by slow PC performance. It can be customised to include sector specific terms, phrases, and formatting rules that ensure a fast and accurate speech recognition experience. Additional features include customisable voice commands and auto-texts, navigation and voice-based correction.

Highly scalable and ready-to-use, Dragon Professional Anywhere works across your existing infrastructure of Windows-based devices, including virtualised and remote-access PCs.

Dragon Professional Anywhere Cloud is available on a yearly subscription offering all users a fully updated and secure service allowing you to simply use the solution without the cost and time of maintaining the system.

Once installed, front-line and back-office employees alike simply open the Dragon Professional Application, place the cursor where they want speech-recognized text to appear, and start dictating into Windows-based applications (e.g., Microsoft Outlook, Microsoft Word), databases or company systems.

Fast, accurate, and highly customisable: Fast, extremely responsive, and highly accurate out-of-the-box enterprise speech recognition with speech profiles that can be easily accessed across multiple devices.

No speech profile training: Zero voice profile training, automatic accent detection, and profiles that continue to adapt and improve over time ensure an optimal clinician experience from the start.

Hassle Free Maintenance: All software updates and Hosting costs are included in the yearly subscription. Simply use the software without the ongoing requirement to spend time maintaining the system.

No limit on productivity: Speak freely and as much as you like with no per user limits — business professionals can stay productive anywhere and focus on the business rather than the technology.

Data, analytics and insights: online administrator portal to monitor adoption trends and track user efficiency, make more informed decisions, and maximise the investment.

Central user administration: The Nuance Management Center (NMC) makes it easy to track employee usage of Dragon, redistribute licenses based on usage, and manage or share customisations, including custom words, commands and auto-texts, across multiple users.

Thin client support: Support for thin client hardware, server virtualisation as well as Citrix environments. Allows for fast and easy integration into existing IT infrastructure.

Secure HTTPS Hosting meets Highest Level of Security: ISO 27001, ISO 14001, ISO 9001 & nen7510 certified. Disaster recovery, onsite security process and sustainability. Client data is safe and secure.

BENEFITS:

Benefits at a glance

Achieve faster documentation turnaround

Enable employees to focus on their “real job” rather than administrative work

Extend existing investments and increase quality documentation within enterprise systems

Eliminate the need for costly transcription services or inefficient manual processes

Reduce liability risks associated with inaccurate or incomplete documentation

Ready to use, requires no speech profile training, includes accent detection and automatic microphone calibration

Simplify IT’s job with a solution that’s easy to deploy, maintain and centrally manage

Dragon Anywhere Mobile (DAM)

The dictation solution for mobile professionals

Dragon Anywhere Mobile is a professional grade, cloud-based dictation app for busy professionals who want to work faster and smarter using their mobile device. Dragon Anywhere Mobile lets you customise words and create boilerplate text or commands to dictate and edit documents of any length by voice – quickly and accurately – directly on your iOS or Android device. Your documents can be shared and custom words and auto-texts synced up with your Dragon desktop, so you can continue your work seamlessly wherever you go. By being more productive on the road, you can focus more time on clients, customers and core business tasks.

Key features and benefits

- Create and edit documents quickly and accurately with professional grade continuous dictation on iOS or Android mobile devices
- Enjoy high recognition accuracy; the solution continually adapts to you for a personalised experience
- Customise words to include unique and business specific terminology
- Quickly insert custom boilerplate text for faster, more structured document creation
- Automatically synchronise custom words and auto-texts with your desktop (for supported Dragon desktop editions such as DPA)
- Send and manage dictated text with ease
- Save time and money with immediate access to your dictation, eliminating the need to wait or rely on a costly transcription service

Key DPA features that support workflow:

USER WORKFLOW:

Step by step commands

- Allows the end user to create macros using simple building blocks to speech-enable their workflow.
- Allow end users to use step-by-step commands, no matter where they were created.
- Existing user-level user commands will be migrated automatically to step-by-step commands

Custom words (manage vocabulary)

- Allows user to build custom words on the fly
- You can improve speech recognition by explicitly tailoring the system to your requirements.
- You can add words that are not in the system; for example, industry-specific acronyms

Autotext

- Allows user to build custom Auto-Texts on the fly
- Predefined blocks of text which are frequently used in consults, progress notes, etc.
- Save time, as you do not have to say the whole text every time; instead you insert the auto-text by saying “insert” and the name of the auto-text.

Fields

- Allows user to build standard dictation blocks and templates
- Can be combined with **Auto-Texts** for maximum effect
- Can be filled with **default content, multi-select fields** (separated with pipe |) and hints
- “**Accept Defaults**” and “Field complete” commands increase productivity further

Dictation box

- Allows users to dictate into any standard Windows control
- Pops up automatically if “dictate at cursor” is not possible
- (can also be used by default, as some of our users prefer)
- Enables dictation into any Windows-standard control where one can type
- Optimised workflow: users can use auto-texts, commands, correct and finalise their dictation, and transfer with:
 - “Transfer text” command
 - PowerMic II button click (customisable)
 - Hotkey (customisable)
 - Recall text feature if something goes wrong
 - Difference to dictate @ cursor: one click/command

Full text control commands

- Select and Say
- Available for dictate@cursor as well as Dictation Box
- This will allow end users to:
 - Select text via voice
 - Navigate within the text via voice

- Correct via voice
- Over dictation
- Selection from alternatives

Selection and correction model

- Full text control: Hands free dictation and correction
- Allows end users to select typed and dictated text via voice. Selecting text via voice will present the correction menu, providing correction functionality.
- Simple: Select <TEXT>, Select that
- Range: Select <TEXT> through <TEXT>
- Browsing: Select next, Select previous (Select again)
- Continue dictation: Go back

Scratch that

- Allow doctors to remove selected, typed or dictated text.
- Behavior has been built to align with DMENE.
- After dictation: Removes the last utterance
- After typing: Removes the word to the left of the text cursor
- Selections: Removes the selection

PowerMic (hardware) support

- Allows user to use PowerMic II buttons for frequently used actions
- Saves switching between dictation (device) and keyboard for frequently needed actions
- Show/Hide dictation box/Dragon bar
- Transfer text (when using dictation box)
- Anchor mode
- Field navigation
- Accept defaults...
- Press & Hold option
- Also valid for SpeechMike & keyboard hotkeys
- Also valid with virtualized deployments!

ADMIN WORKFLOW:

NUANCE MANAGEMENT CENTER

Please note that The Nuance Management Centre can be managed by either Crescendo Systems or the customer organisation, according to customer preference.

The Nuance Management Center provides powerful, yet easy-to-use central user administration capabilities that allow organisations to enable and manage these solutions across multiple users.

Nuance Management Center helps businesses to ensure efficient use of their licenses, meet requirements for reporting accuracy, and centrally manage their Dragon Professional Anywhere deployment for significant time and cost savings.

Fully scalable central management

With Nuance Management Center, administrators can centrally manage the following at the user, site, group or enterprise-wide level:

- User accounts and profiles
- Administrative settings
- User options
- Custom commands
- Custom words

In addition, Nuance Management Center is fully scalable to support any number of licenses as your organisation grows and evolves. Because only usage data—not dictation data—is sent to the server for tracking, businesses don't have to worry about the security of dictation content.

License management

With central license management, IT administrators can manage licenses or subscriptions—at a glance—any time after Dragon deployment is complete. They can, for example, view the number of licenses used and license expiration dates, as well as grant or revoke user licenses. Central license management also helps organisations with mandated reporting workflows to easily meet strict requirements for reporting efficiency and accuracy.

Features Include:

Centralised User Profile Management	From a single management console, you can segment users into subgroups (for example, department or line of service) and assign applicable options. You can schedule batch updates of new releases and track DPA client licenses.
User Security	Optional user login and passwords prevents accidental login under the incorrect profile
Profile Optimiser	With security login and passwords, when a clinician approaches a workstation to dictate patient records, DPA recognizes his/her voice easily and quickly. A new version of the Language Model/Acoustic Model Optimizer (ACO/LMO) runs offline while doctors dictate, eliminating potential dictation downtime and accelerating overall clinician dictation accuracy.
Login Optimisation	Supports a faster login via a newly designed login screen. The DPA login can also be configured via a Windows®-based script or single sign-on software. An optional password can be assigned to a user, or the login can be managed via Active Directory.
NuanceLink	A continuously active link between Nuance Update Server, which provides content updates, and your Nuance Management Console server. All are updated via a live feed and sent directly to the Nuance Management Console, where—with a single click—administrators can then push all updates to users.
Automated License Tracking	DPA IT administrators can view, at any time, an overview of existing licenses use and the remaining license count for new users.

Dragon Professional Anywhere Analysis Tools:

Once DPA has been deployed and training has been delivered the customer has full access to DPA's built-in analytics and insights, a web-based admin portal that offers data insights, to ensure that users are using the solution as effectively as possible. Alternately Crescendo can manage the entire analytics process if the customer prefers.

Crescendo's cloud-based DPA feeds data into an analytics portal so your organisation can make more informed decisions and maximise your investments. This comprehensive portal provides access to an intuitive dashboard that displays key metrics and trends, like active users, hours of audio and peak usage. Usage details allow you to drill down to user level utilisation statistics—audio details, editing/change rates which is good indicator of individual user efficiency, voice command usage, AutoText usage, and more—and all usage detail data can be exported to Microsoft Excel for further analysis.

Dashboard

Intuitive dashboard design displays key metrics at a glance

- Active users + trends
- Hours of audio + trends
- Peak usage + trends

Usage details

Drill down to user level utilisation statistics and export data

- Audio length (minutes)
- Recognized characters
- Accumulative Change Rate (ACR)
- Voice command usage
- Autotext usage
- And more...
- Data can be exported to Microsoft Excel for further analysis

Online portal

Provides access to an intuitive dashboard that displays key metrics and trends, like active users, hours of audio and peak usage.

Security and Disaster Recovery

DPA is provided by Crescendo Systems as Software as a Service, with hosting located within the UK and the cloud platform being provided by ORdigiNAL.

Data security is a key focus to ORdigiNAL; we are dedicated to meeting the highest security standards while guaranteeing a level of continuity that today's professional's demand.

In partnership with Microsoft® we utilise Azure as our cloud platform for Dragon® Professional Anywhere. This partnership ensures the ORdigiNAL cloud platform complies with some of the broadest international level, industry-specific, compliance standards and security standards in the world. For more information, please visit

the Microsoft Trust Center.

<https://www.microsoft.com/en-us/trustcenter/compliance/complianceofferings>

Streaming and data storage

Data protection is at the heart of the ORdigiNAL cloud platform; such data is protected with end-to-end encryption using a combination of HTTPS & Transport Layer Security (TLS 1.1 & 1.2) with 256-bit AES cypher algorithms. With security implemented as a core element; both local and international regulations covering data storage and data streaming are regularly assessed and adhered to, this ensures your users can enjoy a fast, secure and timely speech system while staying safe doing so.

Conforming to internationally recognised security standards; the ORdigiNAL cloud platform streams audio in real-time while ensuring no such audio data is stored on the client machine, and any such data stored on the cloud platform is both encrypted and periodically deleted.

Stored audio files and text are used to “train” and optimise the speech engine for individual user-profiles and to improve speech recognition accuracy for every user. Such audio and text are anonymous, in that respect, ORdigiNAL Cloud Services do not have direct access to the data dictated. For example, if a client dictates, “The defendant claims to be not guilty concerning the felonies mentioned in point 3.1 and 3.2”, there is no stored information that associates that information with an individual person.

Application security

Qualys® SSL Labs rated “A”

ORdigiNAL monitors security standards continuously and performs audits to ensure that the provided cloud infrastructure meets the highest standards for secure data transmission. To that end, our hosting environment has received an “A” rating from Qualys SSL Labs; this rating is a security test representation which tests for common vulnerabilities. Such infrastructure at the time of writing applies: certificate (256-bit, trusted), protocol support (TLS 1.0, 1.1, and 1.2, secure renegotiation downgrade attack prevention, SSL 2 handshake compatibility), key exchange, and cypher strength.

Microsoft Azure Security Standards

As a leading cloud provider that serves multiple industries including 95% of the companies in the fortune 500 list and many others in the healthcare, government and financial sectors, Microsoft has 3500 global cybersecurity experts delivering state-of-art security in Azure data centres globally. Rely on a cloud that is built with customised hardware, has security controls integrated into the hardware and firmware components, and added protections against threats. .Microsoft provides denial of service, intrusion detection, and performs routine penetration testing. As a direct result of these security measures, Microsoft data centres are ISO27001, SOC I Type 1 SOC 2 Type 2 compliant. Further information concerning the certifications can be found here: <https://www.microsoft.com/en-us/trustcenter/compliance/complianceofferings>

Customer responsibility “utilising a secured cloud environment”

ORdigiNAL is responsible for protecting the infrastructure that runs all of the services offered in the ORdigiNAL Service Cloud; this infrastructure is composed of the hardware, software, networking, and facilities that run ORdigiNAL Cloud

Services while the customer is responsible to secure the environments that utilise or consume those services.

High availability

Refers to a set of technologies that minimise IT disruptions by providing business continuity of IT services through redundant, fault-tolerant, or failover-protected components inside the data centre

Microsoft Azure cloud is designed to be highly available 24x7 and deliver consistent uptimes of 99.95 percent;

From an installation perspective, the hosted ORDigiNAL Cloud services cluster provides the following high availability features:

- Fully redundant network infrastructure, including load balancers and
- Switches
- Multiple clustered application servers – High availability network storage with fibre-optic connections – Clustered database server
- Clustered and extensible speech server “farm”
- Secure and robust cloud offering

Overview

ORDigiNAL best in class security practices, combined with highly available and redundant infrastructure, help ensure that end users can enjoy fast, secure and uninterrupted speech recognition.

Disaster Recovery:

The DPA Datacentre runs in two geographically separate data centres and is replicated in Real time via a fibre optic connection. The DPA Datacentre has no single point of failure and makes use of automatic recovery in the event of component failure. Failure of a component or even failure of a complete data centre will therefore not result in loss of data.

On-boarding and Off-boarding Processes

Following an order for DPA, this section describes the Crescendo professional services teams approach to engaging with the client during the implementation phase. 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.

The purpose is to describe how Crescendo will assist the client to achieve a smooth rollout of Dragon Professional Anywhere (DPA) and to maximise their 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.

Planning Services and Methodology

Planning Services include project management activities such as definition and management of project goals; development and tracking of implementation plans; training plans and

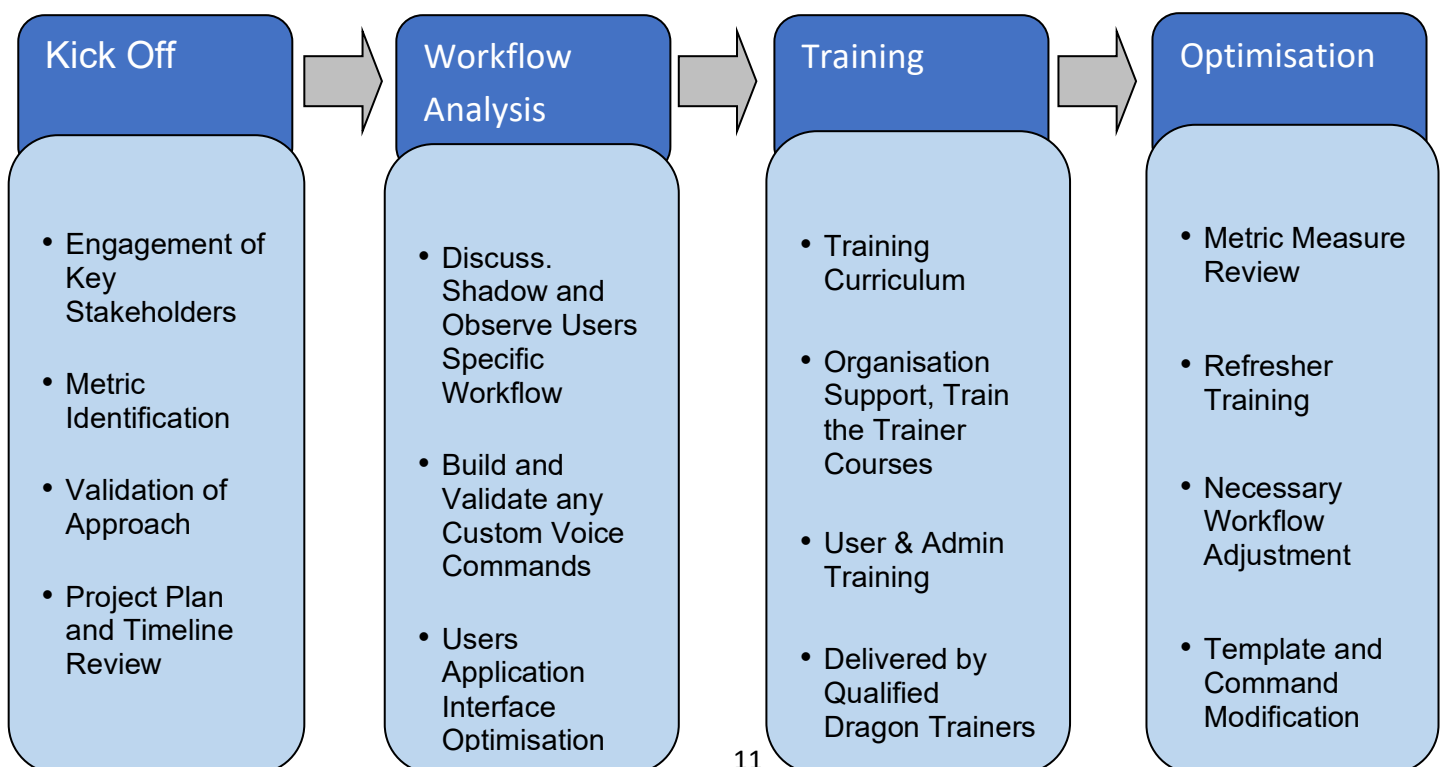
scheduling; change management; managing and driving resolution of issues log; regular status calls and post training follow up activities; strategic alignment to make sure the project is aligned to the organisational goals.

RESPONSIBILITIES:

Crescendo Systems:

1) Crescendo Project Manager:

- Guides Client through implementation process
- Provides guidance around planning deployment and end user support
- Guide Client in developing custom command naming convention standards
- Guide Client in developing a Support Strategy
- Confirm schedules and dependencies for training activities
- Host and manage project, technical and training planning meetings
- Track project to ensure on-time delivery. Ensure project is tracking to project objectives. Tracks issues and risks
- Coordinate internal and external resources that are assigned or critical to the project success.
- Educate and guide Clients on best practices and recent updates from Supplier that are not published yet in formal documented delivery documentation
- Coordinate the implementation and training events and evaluate project risk for knowledge obtained through training attendance and training skill set reviews
- Review feedback from training, determine lessons learned, and continuously improve training process
- Complete the formal project close and transition to Crescendo Dragon Professional Anywhere Client Support



2) Crescendo Technical Consultant:

- Review pre installation requirements
- Review client workstation pre installation requirements
- Install NMC applications
- Install profile optimisation server application
- Advise client IT on Dragon client roll out
- System testing

3) Crescendo Application Developer:

- Build word lists
- Create custom commands and templates

4) Crescendo Application Training Specialist:

- Preparation of training documentation
- Document current workflow
- Document proposed workflow
- Test 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:

- Has the authority to drive project and make project decisions
- Serves as the main contact for the project deployment
- Identifies and manages Client project team
- Coordinates Client resources for all activities, ensures attendance as needed
- Review feedback from provider training, determine lessons learned, and continuously improve training process
- Communicates timeline expectations and constraints
- Attend regular status meetings
- Identify and provide timely access to all stakeholders with material input to the overall requirements for the Project
- Approve Custom Command Naming Convention Standards
- Approve and communicate Support Strategy
- Schedule Client training as defined
- Coordinate activities to measure success metrics

2) Technical Leads:

Understand project timeframe, determine resources for project

3) Training Lead:

Provide insight on lessons learned on previous IT projects, assist with scheduling, allocate resources to shadow training events or attend Train-the-Trainer (if applicable)

Deliverables to be provided related to Services being delivered

Dragon Professional Anywhere (DPA) User Guide/Training Material

Workbooks/Manual to guide an organisation through a successful Dragon Professional Anywhere implementation and training

Kick Off Meeting

Client specific presentation created by Crescendo to officially initiate the DPA 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 Dragon adoption

Training Services:

Online Training Courses:

Crescendo offer dedicated DPA training courses online for both users and administrative staff. The courses are 90 minutes, detailed but straightforward and explain how to maximise the system for each group of users. Onsite courses are also available for individuals or groups of users.

Course Lengths are 90 mins for individual users or 3 hours for group classroom type training.

'Train the Trainer' Courses:

Crescendo can provide training services to individuals or groups if required but some organisations with training departments choose to adopt a 'Train the Trainer' strategy. Crescendo Dragon instructors will ensure the internal training team acquires the skills needed to train end users. Internal trainers acquire classroom knowledge and also shadow a DPA trainer to gain experience; they are then observed during their first training sessions

which enables feedback, mentoring and coaching to build a solid foundation for staff to become skilled and experienced DPA trainers.

The 'Train the Trainer' Program:

Operates on a 'See one, Do one, Teach one' principal. While classroom learning of the software is important for skilled DPA trainers, they can develop this knowledge further by watching a training session conducted by an experienced trainer. As trainees teach sessions on their own their knowledge on the subject improves and they develop teaching skills and can field questions from real providers who are learning the software for the first time. All of this happens under the watchful eye of an experienced Crescendo trainer who can provide guidance and valuable feedback.

Refresher Training:

Once basic training is completed Crescendo also offers efficiency training packages to ensure end users receive the training they need to adopt and optimise the performance of DPA in their specific environment. Refresher training ensures user satisfaction and adoption within a few months of initial use by reviewing their experiences. Once end users have been using speech recognition for a while questions that were not obvious during the initial training can now be answered and addressed successfully. In fact, all feedback regarding success and challenges are dealt with as part of the refresher training course. The opportunity to address questions early, monitor initial satisfaction and performance levels will prevent end users from future frustration, thereby reinforcing continued and productive use.

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 to dictate in to their computer.

Support Services:

Note: Crescendo Support Services are included within the (Annual/Monthly) Dragon Professional Anywhere (DPA) Subscription Fee.

The DPA 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

Crescendo also extends industry-standard 24 x 7 emergency support to its customers. For level 1 Emergency and level 2 urgent situations Crescendo offers a one-hour response to support calls. For level 3 faults Crescendo will respond within four hours and for level 4 faults response time will be within one business day.

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:

Minimum Contract Length is 12 months. Termination is in accordance with the Supplier terms and conditions.

Technical Requirements:

Specifications.

Dragon Professional Anywhere supports the following hardware and software. For more information, contact our support team.

Operating systems.

32-bit: Microsoft Windows 7, Microsoft Windows 8 and Microsoft Windows 8.1. Make sure that the latest service pack is always applied.

64-bit: Microsoft Windows 7, Microsoft Windows 8, Microsoft Windows 8.1, Microsoft Server 2008 R2 and Microsoft Server 2012 R2. Make sure that the latest service pack is always applied.

Microsoft .NET Framework 4.5 (or higher) is required.

Processor speed.

Minimum: 1.7 Ghz

Recommended: 2.8 Ghz

RAM.

Minimum: 512 MB
Recommended: 2 GB

Web Browsers.

IE 11+, Chrome v65+

Port Communication: Ports 80/443/3712

Web accessible: nms.ordiginal.com / sas.ordiginal.com

Microphones.

Any microphone that can record audio data in 16 kHz, 16 bit mono format is supported.