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1 STAR Service Description

1.1 Speech Transcription & Audio Recognition (STAR)

Hamiltonian Dynamics' STAR is a cloud native Speech Transcription & Audio Recognition solution that combines natural language processing (NLP) with voice analytics. It ensures high accuracy, supports confidence scoring, and offers real-time speech to text capabilities. With configurable pipelines and modular architecture, STAR can scale from small projects to enterprise deployments.

STAR's approach to data import and export are as follows:

Users can review transcriptions results within the system or have an option to export results to their device. Result data retained within the system can be automatically removed from the system after a customisable retention period which can be set by the customer.

Data Import Formats:

- .wav
- .mp3
- .mp4
- .avi
- .mov
- .webm
- .mpeg
- .mkv
- .mwa
- .zip

Data Export Formats:

- .docx
- .txt
- .html
- MG-15

1.1.1 Information Assurance

We prioritise information assurance in all our services, implementing rigorous security measures, data protection procedures, and compliance standards to ensure the confidentiality, integrity, and availability of your data. Our use of industry best practices, strong encryption methods, and ongoing monitoring helps mitigate risks and vulnerabilities, creating a secure and reliable environment for your applications.

Our commitment to information assurance is aimed at protecting your data and applications from potential security threats.

1.1.2 Data export or removal

We can export the data from the system for external reporting. Removal would be done in accordance with any customer requirements.

1.1.3 Training

We offer training for customers on all our services, ensuring they have the knowledge and expertise required to effectively use and manage the services to achieve their desired outcomes.

1.1.4 Pricing

Our competitive pricing for our STAR service is competitively structured to offer cost-effective solutions tailored to your specific project requirements. With transparent pricing models and flexible options, we provide competitive rates for designing, developing, and hosting applications that meet your business goals.

1.1.5 Service Level Agreement

We would collaborate with our customers to identify and establish a prioritised Service Level Agreement (SLA) framework tailored to their specific needs. This agreement would include tiers based on the impact of services in place, ensuring that critical functions receive the highest level of attention and support.

By defining an SLA using tiers based on impact, we aim to deliver timely and targeted services and incident responses that align with the client's operational priorities and requirements.

1.1.6 Service Management

Our services are backed by a robust service management framework that ensures seamless project delivery, efficient development processes, and reliable hosting solutions. We prioritise project monitoring, continuous improvement, and personalised customer support to guarantee the successful design, development, and hosting of your applications. Trust us to provide exceptional service excellence and operational efficiency throughout the project lifecycle, ensuring that your applications meet or exceed your expectations.

1.1.7 Service Constraints

We understand that services may encounter constraints, whether it is related to project timelines, resource availability, or stakeholder feedback. Additionally, technical limitations, platform compatibility issues, compliance and security requirements, as well as budget constraints could influence the scope and delivery of services.

Our team is committed to proactively addressing and resolving these constraints to deliver high-

quality applications that meet your business objectives while ensuring a seamless hosting experience.

1.2 Consultancy

Hamiltonian Dynamics can supply consultancy resource across the full SFIA grades advertised in our pricing model, in multiple engineering disciplines at all clearance level.

All our consultants are AWS certified and PSM1 certified as a minimum.

Hamiltonian Dynamics have vast experience working with Law Enforcement and other government departments using SCRUM and Agile methodologies, including data analytics, full stack development in most popular languages, automated testing, End to End testing, and User Acceptance Testing.

Hamiltonian Dynamics can consult or implement any system at scale from a small/large on-prem solution to cloud-based options or hybrid.

Hamiltonian Dynamics can inform on the best system design and architecture for your problem, including modern event-based architectures.

Hamiltonian Dynamics are COTS and Open-Source software specialists and can quickly identify the best solution using free tooling where it may be available.

1.3 Ordering and Invoicing

Ordering and Invoicing will be as per the T&C during the customer engagement.