

DSI Keywords

Service Definition

G-Cloud 15

Version: 1.0

Service Type: Software as a Service (SaaS)

Service Overview

DSI Keywords is a secure, cloud-based service that automatically extracts meaningful keywords and key phrases from video, audio, and document-based content. It supports public sector organisations in managing, analysing, and discovering information more effectively.

Service Description

The service applies natural language processing and machine learning techniques to unstructured content, producing structured keyword metadata that can be used for indexing, search, analytics, and compliance purposes. DSI Keywords can operate as a standalone service or integrate into existing systems via APIs.

Key Features

- Automatic keyword and key-phrase extraction
- Support for video, audio, and document formats
- Multilingual processing (where enabled)
- RESTful API access for system integration
- Batch and real-time processing options
- Configurable output formats

Benefits

- Reduces manual tagging and classification effort
- Improves discoverability and search accuracy
- Supports compliance and records management
- Scales elastically with organisational demand
- Reduces time to insight from large datasets

Target Users

UK public sector organisations including central government, local authorities, NHS bodies, education institutions, and arm's-length bodies.

Use Cases

- Indexing training, policy or communications videos
- Analysing recorded meetings, hearings or interviews
- Extracting metadata from reports and policy documents
- Enhancing enterprise search platforms
- Supporting digital archiving initiatives

Supported Content Types

- Documents: PDF, DOCX, TXT
- Audio: MP3, WAV (via transcription where required)
- Video: MP4, MOV, AVI (via embedded or provided transcripts)

Service Architecture

The service is hosted in a secure UK-based cloud environment. Customers access the service via HTTPS using a web interface or APIs. The platform is designed to be scalable, resilient, and highly available.

Security

Designed in line with UK public sector security principles. Data is encrypted in transit using TLS 1.2 or higher. Logical separation of customer data and role-based access controls are applied.

Data Protection

Compliant with UK GDPR and the Data Protection Act 2018. Customer data is processed solely for service delivery, with configurable data retention and deletion policies.

Onboarding and Setup

- Account creation and configuration
- Provision of API credentials
- Access to technical documentation
- Optional onboarding support

Service Management

Active monitoring ensures service availability and performance. Incident, problem, and change management processes are in place.

Support

Email-based support during UK business hours with incidents prioritised by severity.

Service Availability

Designed for high availability with advance notice of planned maintenance.

Pricing

Usage-based pricing published separately on the Digital Marketplace.

Exit Management and Portability

Customers can export keyword data at any time. On termination, data is securely deleted in line with agreed retention policies.

Accessibility

The service aims to align with WCAG 2.1 AA accessibility standards where applicable.

Ordering

Available to order via the G-Cloud 15 Digital Marketplace.

More Information:

Please contact info@ds-compliance for more information