



Ambient Voice Technology Implementation & Adoption (NHS)

Service Definition Document | G-Cloud 15 | Lot 2b

morson PRAXIS

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Through strategy-led digital transformation, Morson Praxis helps public sector organisations to accelerate benefits realisation, reimagine operations, enable scalable innovation and build resilience for the future. We ensure that every technological investment, from large-scale enterprise transformation to focused project delivery, creates sustainable, meaningful change.

Service Definition for Ambient Voice Technology Implementation & Adoption (NHS)

Morson Praxis's Ambient Voice Technology Implementation & Adoption (Health) service provides the delivery, integration, and operational rollout of ambient voice technologies within health and care environments. The service is designed to support healthcare organisations in safely deploying ambient voice solutions to reduce clinical administrative burden, improve documentation quality, and enhance clinician experience.

The service focuses on implementing ambient voice technologies as cloud-based clinical applications, integrating them into existing clinical workflows and systems, and supporting adoption across clinical teams. It addresses the technical, governance, clinical safety, and change considerations required to move from pilot or proof-of-concept into safe, scalable, and sustainable use.

The service may be used to deploy new ambient voice solutions, extend existing implementations, or support wider adoption and optimisation across clinical services.

1. What the service includes

The service typically includes:

- Deployment and configuration of ambient voice technology solutions
- Integration with electronic patient record (EPR/EHR) and clinical systems
- Configuration of workflows aligned to clinical practice
- Implementation of information governance, privacy, and consent controls
- Alignment with clinical safety requirements and assurance processes
- Support for pilot, phased rollout, or scaled deployment
- Clinician onboarding, training, and adoption support
- Operational readiness and service handover activities
- Ongoing optimisation and enhancement of deployed solutions

The service is delivered in accordance with health sector regulatory, clinical safety, and information governance expectations.

2. What the service does not include

The service does not include:

- Independent ambient voice strategy or market assessment
- Development or training of bespoke AI or speech models

- Procurement or licensing of ambient voice software
- Clinical service delivery or medical decision-making
- Independent clinical safety auditing or certification
- Long-term managed services beyond the agreed scope
- Bespoke application development or platform engineering

These activities may be delivered through separate Lot 3 or complementary Lot 2 services where required.

3. How the service is delivered

The service is delivered as a cloud-based software implementation and adoption service, with Morson Praxis responsible for configuring, integrating, and supporting ambient voice technology within the agreed scope. Delivery follows a structured approach covering environment setup, system integration, clinical workflow alignment, and adoption support.

The service is designed to operate within complex health IT environments and alongside existing suppliers and internal teams. Clinical safety, privacy, and governance controls are embedded throughout delivery to support safe deployment and clinician confidence.

4. Roles and responsibilities

Morson Praxis is responsible for:

- Delivering and configuring ambient voice technology solutions
- Integrating solutions with clinical systems and workflows
- Supporting clinical onboarding and adoption activities
- Implementing agreed governance and safety controls
- Supporting optimisation and scaling within scope

The Buyer is responsible for:

- Providing access to clinical systems and environments
- Approving clinical workflows and usage models
- Managing clinical safety oversight and sign-off
- Retaining ownership of clinical and operational decisions

5. Service outputs and deliverables

Typical outputs may include:

- Operational ambient voice technology implementations
- Integrated workflows within clinical systems
- Trained and onboarded clinical users
- Configuration and integration documentation
- Adoption and optimisation outputs

Deliverables are tailored to Buyer needs and agreed at the outset.

6. Dependencies and prerequisites

Effective delivery of this service typically depends on:

- Appropriate ambient voice software licensing arrangements
- Access to clinical systems and environments
- Defined information governance and clinical safety requirements
- Engagement from clinical, digital, and operational stakeholders

7. Alignment with G-Cloud 15 Lot 2b

This service aligns with G-Cloud 15 Lot 2b as a Software as a Service (SaaS) implementation and adoption offering, providing cloud-based ambient voice technology consumed directly by clinical users without requiring organisations to manage underlying infrastructure.

The service includes associated cloud support activities necessary to deploy and operate the solution.

8. Exit and transition

The service supports transition through documented configurations, training materials, and agreed handover arrangements. Where appropriate, the service can transition into alternative support models, complementary Lot 2 services, or related Lot 3 advisory services, subject to appropriate commercial and procurement arrangements.

Information assurance

Morson Praxis's information assurance capabilities support both our internal requirements for appropriate security controls and those of our Buyers. Our diverse portfolio of projects and customers means that we have extensive experience in working with information and systems at all impact levels (IL 0 to IL 6+). We are a Cyber Essentials Plus certified organisation.

Data restoration/ Service migration

We assist Buyers in the migration of data from legacy solutions to new cloud solutions.

On-boarding and off-boarding processes

Morson Praxis agrees specific on/ off-boarding processes for all work packages. Agreed processes are always tailored to the individual requirements of the engagement in question. Requirements are clearly defined and agreed with the relevant Buyer stakeholders to ensure the effective transition of individuals or teams alongside the management of data, assets, corporate memory and operational integrity.

Combination pricing

Morson Praxis can provide multiple services in scope of G-Cloud 15 Lot 3 Cloud Support Services. Our services can be bought separately or together. Combination pricing is offered accordingly.

Service management

A Service Account Manager is allocated to each Buyer's engagement. This individual is responsible for overseeing the services in scope of the engagement, closely monitoring its

progress and managing all risks/ issues to ensure that activities are delivered in accordance with the agreed assignment scope and timeframes. Through structured relationship management, our Account Manager remains in regular contact with the Buyer to ensure their ongoing satisfaction.

Service constraints

Bespoke services, such as those in scope of G-Cloud 15, Lot 3 Cloud Support Services, are not subject to specific service constraints.

Service levels

Morson Praxis recommends that we enter into performance-based Service Level Agreements with all Buyers. The implementation of bespoke service levels represents the positive obligation of both parties to deliver a mutually beneficial partnership which supports end user activities and facilitates effective measurement and monitoring of the assignment. Due to the diversity of services in scope of G-Cloud 15, Lot 3 Cloud Support Services, service levels must be closely tailored to each engagement. Agreed service levels form part of the Call-Off agreement which renders us contractually bound to deliver the agreed service levels.

Knowledge transfer

Wherever possible, Morson Praxis ensures disciplined knowledge and skills transfer from the consultant(s) to the Buyer through structured knowledge capture, documentation standards, and handover planning through all delivery phases. This ensures that learning is transferred to the Buyer as the engagement progresses – ensuring the ongoing efficiency of the assignment and full embedding of the new system/service.

Ordering and invoicing

Morson Praxis is an approved and accredited supplier to multiple CCS frameworks. We are used to working with Buyers to agree tailored ordering and invoicing processes. Payment terms are 30 days from receipt of invoice.

Termination terms

Morson Praxis's standard terms and conditions include clauses which facilitate contract termination by either the consumer or the supplier.

By the consumer	By the supplier
Termination can commence without notice in the event of a Buyer citing dissatisfaction with the service provided and the issue not being rectified within an agreed timeframe, or in the event of a material breach of contract.	In the unlikely event that Morson Praxis was to withdraw from G-Cloud 15, Lot 3 Cloud Support Services, a minimum 30 days' notice would be served. Ongoing assignment commitments would be maintained through to completion in accordance with the terms of the Framework Agreement.

Buyer responsibilities

Buyer responsibilities are closely aligned to the assignment and as such, these must be discussed and agreed with the Buyer prior to the commencement of the assignment. All responsibilities are clearly cited within the Call Off contract.

Service dependencies

Service dependencies are specific to each Call-Off. Such detail must be discussed and agreed with the Buyer prior to the commencement of the engagement.



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