

Service Definition – Corti AI Platform

Service Overview

The Corti AI Platform is a cloud-based healthcare AI service delivered via application programming interfaces (APIs). It enables organisations to integrate medical-grade artificial intelligence into their own systems and workflows without managing underlying infrastructure.

Service documentation: https://docs.corti.ai/get_started/welcome

Service Functionality

The platform provides APIs for speech-to-text transcription, text generation, medical coding, contextual search, and agent-based workflow automation. It supports both real-time and asynchronous processing of audio and text data for clinical and operational use cases.

API overview: <https://www.corti.ai/api>

Service Delivery Model

The service is delivered as Software as a Service (SaaS). Corti manages hosting, scaling, maintenance, updates, and availability. Customers access the service securely over the internet using authenticated API calls.

Pricing model: <https://www.corti.ai/pricing>

Users

The service is intended for developers, system integrators, and organisations building or extending healthcare applications, including integrations with electronic health record systems.

Security and Data Protection

Security, data protection, and privacy obligations are defined contractually and supported by Corti's legal documentation, including encryption, tenant isolation, and secure development practices.

Master Terms of Service: <https://www.corti.ai/legal/master-terms-of-service>

Data Processing Agreement: <https://www.corti.ai/legal/data-processing-agreement>

Privacy Policy: <https://www.corti.ai/legal/privacy-policy>

Subprocessors: <https://www.corti.ai/legal/subprocessors>

Support and Availability

Support and availability commitments, including uptime targets and incident handling, are described in Corti's published support commitments and contractual agreements.

Support commitments: <https://help.corti.app/en/articles/10361880-corti-s-support-commitments>