

Meeting Minutes

G-Cloud 15 Service Definition

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1 Introduction

Agilisys is a leading innovator in AI-enabled Software-as-a-Service (SaaS) solutions for the UK public sector. With over two decades of experience supporting local authorities, central government, healthcare, and emergency services, Agilisys leverages advanced artificial intelligence and cloud technologies to deliver transformative outcomes across a wide range of services.

Our commitment to continuous innovation empowers public sector organisations to modernise operations, enhance service delivery, and meet evolving regulatory and operational challenges. By combining deep domain expertise with cutting-edge digital platforms, Agilisys enables clients to unlock new efficiencies, improve citizen experiences, and build resilient, future-ready organisations.

2 Who this Service is For?

This service is ideal for UK public sector organisations - including local authorities, e.g. social care teams, education professionals, multi-agency groups and anyone who needs reliable, consistent, and efficient documentation of online meetings. It is especially valuable for teams managing high volumes of meetings, statutory reviews, or complex casework, where accurate records and the efficient use of time are critical.

3 Meeting Minutes - an overview

The Agilisys Meeting Minutes Tool provides a fully managed, cloud-based solution for capturing and summarising online meetings. As an independent tool, it works with Teams and Zoom meetings and integrates with users' Outlook or Gmail calendars. It can automatically join scheduled calls (with manual admit for privacy), or be invited as an attendee in its own right. The tool provides an independent recording of the screen and audio, transcribing the discussion to provide a verbatim transcript, and generates structured, editable notes, actions and summaries.

All content remains private to the initiating user unless explicitly shared, and users retain full control over recordings and summaries. Key benefits include measurable improvements in timeliness, note-taking quality, workforce sustainability, and significant reductions in administrative workload.



4 Service Description

The Meeting Minutes software, offers a fully managed, cloud-based solution for capturing, transcribing, and summarising online meetings. This tool independently records both screen and audio from Teams calls, producing a verbatim transcript and generating structured, editable notes, summaries, and action items. It seamlessly integrates with users' Outlook or Gmail calendars, joining scheduled calls automatically (with manual admit for privacy) or by invitation as an attendee.

- Accurately transcribes discussions and produces verbatim transcripts
- Generates consistent, structured summaries and action points to support effective follow-up across teams
- Allows customisation of outputs to match council workflows, organisational branding, and template standards
- Operates fully in the cloud, requiring only a web browser, and supports Single Sign-On (SSO) as well as Multi-Factor Authentication (MFA)
- Ensures robust security and GDPR compliance, with all recordings and notes remaining private to the initiating user unless explicitly shared
- Retains user control over meeting participation – the bot must be manually admitted and can be removed at any time
- Designed for public sector professionals, with onboarding resources, live demonstrations, and ongoing customer support provided

Built for the public sector, the Meeting Minutes tool streamlines documentation, improves accuracy, and significantly reduces administrative workload for busy teams managing statutory reviews, casework, or frequent meetings. Its intuitive interface means it is accessible to all staff, regardless of technical experience, and the bot's name can be customised for easy recognition by meeting participants.

4.1 Efficiency

The tool dramatically reduces the time required to document meetings, outcomes and actions, significantly improving the consistency of follow-up actions. By automating note-taking and summary creation, staff can focus on their main duties and decision-making. Real world use has demonstrated significant reductions in administrative workload and improved documentation quality.

A good example is for council workers, who can devote more attention to meaningful engagement with residents, improving both the quality of support and outcomes. Councils using the tool consistently report significant reductions in administrative workload and measurable improvements in statutory performance.



4.2 User Experience

Designed for ease of use, the Meeting Minutes Tool requires minimal setup, users sync to their Outlook or Gmail calendar and set their meeting attendance preferences. The bot only joins meetings when manually admitted and can be removed from the meeting at any time, ensuring full meeting attendee control. Summaries are delivered in an editable format, allowing customisation to match organisational branding and templated standards. The intuitive interface is straightforward and simple for all users to operate.

- The tool is accessible via a web browser and supports Single Sign-On (SSO) and Multi-Factor Authentication (MFA).
- It is designed to be intuitive all staff, regardless of technical experience. The bot's name can be customised so that it is recognisable to meeting attendees.
- Full control is retained by users with the meetings the tool attends, and the bot has to be admitted by an existing attendee and can be removed by attendees at anytime.
- Onboarding and training resources are provided, including live demonstrations, workshops, and ongoing customer support.

4.3 Integration & Data Handling

The service supports integration with major online meeting platforms including Teams and Zoom and can synchronise with Outlook and Gmail calendars. All data is processed and stored within the UK/EU/EEA, encrypted in transit and at rest, and fully GDPR-compliant. Users can download and edit meeting summaries, and open standards enable interoperability with existing systems.

4.4 Performance & Sustainability

Agilisys is committed to driving continuous improvement and long-term sustainability for the public sector. The Agilisys Meeting Minutes Tool helps organisations automate meeting minutes and capture actions, significantly reducing the overhead in running and recording meetings, enabling staff to return to front-line services quickly.

- The tool is designed to scale with organisational needs, supporting both small teams and large, multi-agency groups.
- The system supports increased workforce capacity.

Usage data and activity summaries are available on request to support continuous improvement and service monitoring.



5 Onboarding and Offboarding

Agilisys provides a structured onboarding and offboarding process for clients seeking to transition onto or away from our Meeting Minutes service. As a Cloud-based SaaS model we can deploy and scale the service rapidly.

5.1 Onboarding

Our implementation model begins with a three-month Evaluation Licence, providing full system setup, configuration, training, and live customer success support at no additional cost.

During this period, users receive hands-on onboarding and participate in monthly feedback huddles to monitor progress and capture insights. A pre-trial success criteria session, mid-point review, and post-pilot evaluation ensure measurable outcomes, supported by a detailed business case demonstrating time and cost savings.

This approach enables rapid service mobilisation while provide support in making best use of the tool for your team.

- Structured onboarding process, including system setup, configuration, training, and live customer success support.
- Three-month Evaluation Licence offered, with full configuration, onboarding, and support at no additional cost.
- Monthly feedback huddles, pre-trial success criteria session, mid-point review, and post-pilot evaluation ensure measurable outcomes.
- Dedicated Customer Success Team supports implementation and sustained adoption.

5.2 Offboarding

When transitioning out of our service, Agilisys ensures a secure and orderly handover to the client's internal teams. Client data retained within Agilisys systems is securely deleted in accordance with our data governance policies.

Upon request, we provide formal confirmation of data destruction. Our offboarding process is designed to preserve service integrity, maintain compliance, and support a smooth transition with minimal operational impact.

6 Support

Our support, service provides core business hours support (08:00–17:00, Monday to Friday).

- Comprehensive, tailored training, onboarding support, and ongoing customer service.
- Structured onboarding and training programme, supported by dedicated Customer Success Team.
- Ongoing technical support and customer service available Monday–Friday, 9am–5pm (UK time), with best-effort coverage outside these hours.

Additional customisation and implementation support in addition to that provided during onboarding can be obtained through our Professional Services practice, the Rate Card for these services is available in the accompanying Pricing Document.



7 Pricing

Pricing is based on the specific service requirements, service levels, scale and scope of services provided in the accompanying pricing document for this GCloud service.

- Transparent, all-inclusive pricing model based on the hours of recording processed per year.
- Subscription fee includes configuration, onboarding, training, ongoing support, hosting, maintenance, and upgrades.
- No additional or hidden costs for training, implementation, support, or future system updates.
- Initial three-month Evaluation Licence available at a pro-rata monthly rate, enabling councils to evaluate the tool in a live environment before longer-term commitment.
- Annual subscription tiers aligned to meeting volumes, providing predictable budgeting and value for money.

Please contact info@agilisys.co.uk to obtain a quote for your required services.



8 Compliance and Security

Agilisys embeds robust compliance and security practices across all stages of cloud transformation and management, ensuring public sector organisations meet regulatory obligations while safeguarding critical assets.

Our services are designed in alignment with UK Government and NHS policies, incorporating National Cyber Security Centre (NCSC) guidance and ISO27001, Cyber Essentials Plus, and other relevant certifications.

- GDPR-compliant and certified to ISO 27001, with adherence to the Data Protection Act 2018 and National Cyber Security Centre (NCSC) Cloud Security Principles.
- Data hosted, stored, and processed inside the UK/EU/EEA, encrypted in transit (TLS 1.2+) and at rest (AES-256).
- Strict access controls, including Single Sign-On (SSO), Multi-Factor Authentication (MFA), and Role-Based Access Controls (RBAC).
- Regular data protection and cyber-security training for staff, with a formal incident response plan aligned with NCSC and ISO 27001 standards.
- Full audit trails and accountability throughout the data lifecycle.

Agilisys is certified/compliant with the following standards and schemes for Managed and Professional Services and is a proud signatory of the Armed Forces Covenant:



9 Contact and Next Steps

We welcome the opportunity to support your organisation's cloud transformation journey. For further information, to discuss your specific requirements, or to request a tailored proposal, please contact us at info@agilisys.co.uk.