

Unified Secure AI Application Services

Service summary

A secure, UK-hosted cloud software service delivering transcription, translation, text analytics, summarisation, redaction and source-cited knowledge assistance for operational use across Justice and NHS organisations.

All capabilities are delivered through a single platform rather than multiple tools.

Service description

Unified Secure AI Application Services is a cloud software platform and API that enables public sector organisations to securely process audio and text into governed outputs. It provides transcription, translation, structured summaries, classification and triage, sensitive-data detection and redaction, and a source-cited knowledge assistant. The service is designed for regulated environments requiring strong access controls, audit logging, configurable retention and optional human review workflows.

Configurable modules

- Speech-to-text: transcription of uploaded or streamed audio with timestamps (batch or near real-time).
- Translation: translation of text and transcripts into configured languages; optional terminology control using glossaries.
- Summaries and structured notes: key points, decisions and action lists using configurable templates.
- Text analytics: classification, routing/triage and topic tagging with configurable confidence thresholds.
- Redaction: detection and masking of sensitive information with review and approval workflow.
- Knowledge assistant (RAG): staff Q&A over approved documents with citations back to sources.

Key features

- Browser-based user interface plus REST API/webhooks for integration.
- Role-based access control (RBAC) and detailed audit logging of access, processing, exports and administrative changes.
- Configurable retention, export and deletion controls aligned to customer policy.
- Human-in-the-loop review queues for redaction, summaries and triage outputs.
- Administration tools for templates, glossaries, taxonomies, thresholds and permissions.
- Usage and performance reporting (volumes, turnaround, confidence/error themes).

Benefits

- Reduces manual time spent on transcription, translation and note writing.
- Speeds operational processing with consistent summaries, triage and routing.
- Supports safer handling of sensitive information through redaction and access controls.
- Improves governance and accountability through audit trails and approval workflows.
- Enables faster access to trusted guidance via source-cited answers over approved content.
- Consolidates multiple AI application capabilities into **a single platform** and support model.

Service constraints and assumptions

- Output quality depends on input quality (for example, noisy audio or overlapping speech reduces transcription accuracy).
- AI outputs should be reviewed for high-risk or safety-critical use cases; the service provides review workflows to support this.
- The knowledge assistant answers from approved content provided by the customer; content gaps can limit usefulness.
- Customer data is processed only to deliver the service and is not used to train shared models unless explicitly agreed in writing for a specific tenant.

Onboarding and offboarding

- Onboarding: tenant provisioning, roles and permissions, retention configuration, optional SSO setup, and initial configuration of templates/glossaries/taxonomies.
- Pilot option: controlled rollout with agreed success measures and evaluation approach.
- Offboarding: export of customer data in agreed formats and secure deletion in line with the agreed exit process.

Support

- Service desk via ticket/email with optional phone support.
- Standard support: 09:00 to 17:00 UK time, Monday to Friday (excluding UK public holidays).
- Optional enhanced support: extended hours or 24/7 coverage, named service manager and scheduled service reviews.
- Operational documentation and administrator training included as part of onboarding.