O SPEECHMATICS

Enterprise AI personal assistant readiness: A serious buyer's checklist

What to look for from your AI assistant provider in 2025.

On-prem or hybrid-ready

Supports deployment in private cloud, on-premises, or hybrid environments. This is a non-negotiable for regulated sectors.

Low-latency, real-time STT

Delivers real-time transcription with sub-second latency. Built to handle live environments like contact centers and clinician workflows.

Regulatory compliance at core

Certified or auditable for HIPAA, SOC 2, GDPR, PCI DSS. Healthcare, finance, and government-ready by design.

Custom-trained on your domain

Fine-tuned on your sector's language — not just open web data. Expect better accuracy for industryspecific terminology.

API-first and Integration-ready

Seamless integration with existing platforms: CRM, EHR, CCaaS, collaboration tools. Includes webhook and SDK support.

Advanced voice features

Includes speaker diarization, metadata tagging, timestamping, and transcription confidence scores.

SLAs and enterprise support

Backed by formal service-level agreements, 24/7 support, onboarding help, and transparent escalation paths.

Proven in high-stakes environments

Used in real-world deployments across finance, healthcare, and government. Ask for proof, not pilots.

ROI within 12 months

Solutions should deliver measurable outcomes: shorter handling times, increased call resolution, reduced admin load.

Accuracy over hype

Prioritizes transcription quality, speaker clarity, and uptime. Not gimmicks or avatars.

Speechmatics is a global leader in speech recognition technology, providing accurate, real-time transcription across more than 50 languages and dialects. Our mission is to understand every voice – regardless of accent, background noise, or context. From enterprise solutions to developer-first tools, we help organizations unlock the power of speech through cutting-edge voice AI and machine learning.