**Microsoft**

# 5

## five things that set Microsoft Dragon® Copilot apart

When evaluating an ambient and generative AI solution, consider who you are going to trust with such an important part of your business.

## 1

### Experience and expertise

- 20+ years delivering award-winning medical speech recognition technology
- More than 600,000 clinicians across thousands of organizations use Dragon
- Longstanding collaboration with leading EHRs and other technology partners
- Natively embedded in existing clinical workflows

## 2

### Scale

- Supports all ambulatory specialties, emergency medicine, and inpatient care
- Scales across mobile, web, and desktop, with direct access through leading EHRs
- Dedicated team and marketing toolkit to drive organizational awareness, recruitment, and adoption

## 3

### Technological leadership

- Optimized for clinical environments with advanced natural language and ambient speech capabilities, enhanced by fine-tuned generative AI
- Trained on 1B+ minutes of medical dictation annually and 20M+ ambient encounters for accuracy and speed
- Modern architecture built on Microsoft Azure, the most trusted and comprehensive cloud for AI
- Extensible platform with a rich feature set beyond ambient note creation
- Adheres to the same design principles as other Microsoft copilots, ensuring a consistent and intuitive user experience
- Extensive, dedicated R&D organization for continued innovation

## 4

### Support

- Customer support organization with thousands of members
- 24/7 support via chat, email, and phone, and coordinated support with EHR partners
- Comprehensive in-app training and virtual room staffed by product experts

## 5

### Built on a foundation of trust

- Leverages Microsoft Secure Future Initiative to support the highest standards of security, privacy, and compliance
- Aligned with Microsoft's responsible AI practices and uses healthcare-specific clinical, chat, and compliance safeguards for accurate and safe AI outputs
- Data is grounded in privacy principles and backed by transparent policies and rigorous protections

## Dragon Copilot, your AI assistant for clinical workflow

Part of Microsoft Cloud for Healthcare, Dragon Copilot is an extensible workspace that brings together natural language, voice dictation, and ambient speech capabilities with fine-tuned generative AI. It offers a unified experience, integrates with EHRs, and supports clinicians across all stages of their workflow, while helping improve clinician wellbeing, the patient experience, operational efficiency and financial outcomes.

Learn more