

Dragon enhances quality and productivity at JacksonStone & Partners

Challenge

- Integrate a speech recognition software solution that will enhance productivity

Solution

- Deployed Nuance Dragon
- Easy to integrate and intuitive to use

Results

- Most inhouse computers equipped with Dragon
- Seamless integration
- Increased productivity
- Improved quality of documentation

Leading New Zealand national recruitment firm, JacksonStone & Partners, has long assisted public and private companies as well as non-government organisations find the right people. The company works with a broad spectrum of clients including some of New Zealand's top corporations and industrial firms. It places the right people across all disciplines - from mid-level career positions to Chief Executive and Board placements.

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Fergus Crawford, Administration Executive
JacksonStone & Partners

JacksonStone & Partners prides itself on its depth of experience, collective expertise and delivering quality results. A leader in its field, the company continually assesses its in-house capability and productivity to help it maintain its leading-edge position.

‘We are always on the look out for new technology and other capabilities to enhance our productivity,’ said Fergus Crawford, Administration Executive at JacksonStone & Partners. ‘Some of our staff had used earlier versions of Nuance’s Dragon NaturallySpeaking voice recognition software in other roles and suggested that we consider the solution for productivity enhancement.’

Dragon NaturallySpeaking or Dragon as it is more commonly known, brings voice recognition to the PC and allows individuals to simply talk to create content and command a computer. It eliminates the need for typing and delivers up to 99 percent recognition accuracy. By using Dragon’s powerful voice recognition software individuals can interact with and command their PC as well as manage their emails, navigate the Web and create reports and notes simply by speaking.

Fergus explained that simply because of the nature of the business, JacksonStone & Partners produces a considerable number of documents and correspondence. Any tool that would help staff speed up the process of generating written material without compromising quality would be considered an asset. The company decided to investigate voice recognition.

‘We explored a number of voice recognition software programs and could see that the concept had merit for our organisation. The question was which solution was the best fit for our enterprise. We wanted something that would allow us to quickly and easily transcribe words to type. In addition to this, if it could improve on people’s grammar use and correct spelling errors, even better. Further, a voice recognition package that seamlessly integrated with our existing systems would be a bonus,’ explained Fergus.

Several voice recognition programs were reviewed before JacksonStone & Partners settled on Dragon. ‘We scrutinised various voice recognition options and we were pretty thorough in the process. In addition to capability, we looked closely at the voice recognition

quality. We found that not only did Dragon have all the features we required; its voice recognition quality is very good. It also turned out that the brand was in fact, the market leader for this sort of software,' said Fergus.

Rather than have a third party install Dragon, JacksonStone & Partners undertook to deploy the software themselves.

'We were informed that the software was fairly easy to install and integrate. We took this at face value and decided to do it ourselves. Plus, our computers use a fairly standard windows environment, so we did not envisage any complications,' said Fergus.

JacksonStone & Partners deployed the software on their computers with relative ease and little downtime. They currently have 15 users and the number continues to grow. They then turned to their trusted provider, Sound Business Solutions, to provide staff training on Dragon.

'As some staff had had previous exposure to Dragon, while others had none at all, we decided that the best approach was to tailor the training to the need of the staff member. Sound Business Solutions assessed everyone's capability and organised 60 to 90 minute training sessions for all concerned,' explained Fergus.

Since implementing Dragon, staff at JacksonStone & Partners took to the software quickly: 'In no time at all, we found that staff were using Dragon to transcribe documents. It's a great piece of software, and very easy to use,' said Fergus.

Staff at JacksonStone & Partners are also generating an increasing number of documents and correspondence thanks to Dragon. 'A lot of what we do involves documentation and Dragon lets us do this almost effortlessly. We now transcribe and generate documents much faster, which has helped us to optimise productivity,' he said.

Just as important, according to the recruitment firm, is that the software has been able to help improve the quality of the documents and correspondence produced.

'When you are producing a considerable amount of written matter it's easy to misspell words or stray on grammar. Dragon picks these up and allows you to focus on content. The software enhances the overall writing process and this is a major bonus for us,' said Fergus. 'There's no doubt that Dragon has surpassed our expectations and become an indispensable tool within our firm.'

About Nuance Communications, Inc.

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