

Voice Recognition Gives Productivity a **Boost.**

Challenge

- Improve workflow efficiency through use of voice recognition software
- Minimise the time required to create and proof documents

Solution

- Upgraded to Nuance Dragon NaturallySpeaking Professional

Results

- Improved efficiency and workflow
- 50% increase in productivity
- Save on time

The long-established firm of Witten-Hannah Howard is a medium-sized legal practice with an enviable reputation for legal excellence. The bustling, Auckland-based firm provides a wide range of legal services and today represents a broad spectrum of clients from private individuals through to companies. To help the firm stay at the fore in its field, it uses a range of technology including Nuance's Dragon.

“Dragon’s accuracy rating has improved dramatically over the years. Right now for me, I’d say it’s about 98% accurate, which is exceptional when you are using it to edit, transcribe and control your computer. It means you get through things quickly and it helps you save on time.”

Alex Witten-Hannah, Principal
Witten-Hannah Howard

‘We are a somewhat unusual firm in the sense that we work across a lot of areas of the law including conveyancing, estates, civil litigation, commercial and corporate as well as family law. Most individual lawyers today tend to specialise in a particular field of law. To stay on top of the diversity and to ensure excellent client service we use the very best that technology has to offer including Dragon,’ explained Mr Alex Witten-Hannah, Principal of Witten-Hannah Howard.

Alex was first introduced to Nuance’s Dragon NaturallySpeaking voice recognition software in the late 1990’s by a friend who insisted that using it would help him become more productive. 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. Now a veteran user, Alex explains that his friend could not have been more accurate.

‘Dragon NaturallySpeaking Professional has been just brilliant for me. It has helped me to streamline the way I work, while improving my productivity levels. Initially, I used a dictaphone to dictate correspondence and documents that were then typed up by a secretary. Once completed, the documents were returned to me for proofing. The process was laborious and time-consuming. Dragon has helped me fundamentally change this process,’ said Alex.

‘I work as a team with my Legal Executive simply because of the amount of correspondence and documentation I produce. I use Dragon extensively to dictate my emails, which I then forward to the recipient. However, I also use Dragon to transcribe the large amount of correspondence and documentation I produce. Simply by speaking, I ‘write’ the required document and it appears on my 32-inch flat TV screen, which is very comfortable to work with and means I do not have to squint! Importantly, it also helps me to edit my work quickly and effectively.

‘My Legal Executive then takes this draft via the server, formats and checks it before returning it to me for final

clearance and a signature. During the course of the day, this takes up less than an hour of her time so that for the greater part of the day she is free to do original work. This not only helps me, freeing me from completing a significant amount of straightforward work, it has improved my Legal Executive's job satisfaction immeasurably. The process is still a collaborative one, but a far quicker one,' explained Alex.

As a result of using Dragon, Alex believes that both he and his Legal Executive are about 50% more productive. In addition, to streamlining processes and improving productivity Alex explains that Dragon is also very efficient.

'Once legal terms and Maori words have been added to Dragon's dictionary, the software has no problem recalling or spelling them accurately. You can customise Dragon to suit your working needs. When you are producing copious amounts of documents and correspondence, software that can actually do this and spell legal jargon or unusual words correctly, is very refreshing indeed,' remarked Alex.

He has also found that as Dragon has evolved, the software has become easier to use. According to Alex, back in the 1990's, the software was not as responsive or as reliable. Today however, he feels the software is

quite intuitive which makes it easy to use. He also believes it is far more accurate.

'Dragon's accuracy rating has improved dramatically over the years. Right now for me, I'd say it's about 98% accurate, which is exceptional when you are using it to edit, transcribe and control your computer. It means you get through things quickly and it helps you save on time,' he remarked. Alex adds however that 98% accuracy does indicate that there may be two mistakes in every 100 words, so careful editing, particularly for legal documents and letters, remains important.

Having used Dragon for so many years now, Alex rarely strikes any technical or user issues. However, when he does, the team at Sound Business Systems are always able to assist. A strong advocate of Dragon, Alex recommends the software to both friends and colleagues alike. 'I cannot think of a more efficient way of writing and creating documents. For me, Dragon is now simply an indispensable tool,' he says. 'At 65 years of age, I look forward to working away from the office increasingly. Dragon enables me to create correspondence and documents on the move without the need for typing assistance whether on my yacht, the beach or the villa in Italy that I look forward to!'

About Nuance Communications, Inc.

Nuance Communications is reinventing the relationship between people and technology. Through its voice and language offerings, the company is creating a more human conversation with the many systems, devices, electronics, apps and services around us. Every day, millions of people and thousands of businesses experience Nuance through intelligent systems that can listen, understand, learn and adapt to your life and your work. For more information, please visit nuance.com.
