

Dragon Professional Anywhere boosts legal firm's productivity

Legal firm Newtons has followed up earlier success with Dragon products, and finds the latest Dragon Professional Anywhere the best yet, saving time and boosting efficiency in a busy, multi-site environment.

Challenge

- Staff, including those who spend significant time out of the office need an effective productivity solution
- Workflows across multiple applications including case management systems need to be streamlined
- Technology deployment and costs across a busy multi-site legal practice need to be better controlled and more efficiently managed

Solution

- Dragon Professional Anywhere was deployed following positive earlier experience with Dragon Professional Group and associated mobile apps, and with Winscribe. This new deployment has resulted in further efficiency increases, improved workflow management, and more effective technology management.

Results

- Faster, more efficient and more accurate document production
- Improved access across multiple applications, including case management system, for better workflow
- Greater client satisfaction as documentation is delivered faster

Background

Legal firm Newtons employs over 100 professionals across Yorkshire, Teesside and County Durham and has offices in Harrogate, York, Knaresborough, Darlington, Durham, Ripon, Richmond, Stokesley, Thirsk and Wakefield. Newtons had been a user of Nuance digital dictation product Winscribe for some years, and while pleased with the benefits, wanted to extend dictation and speech recognition capability across the broader workflow.

“We realised that actually, if we were seeing such great results with Winscribe in terms of productivity and efficiency, introducing speech recognition alongside it could offer us even more.”

David Birks, Director, Newtons

The challenge

A busy legal firm must be completely on top of both its document production and its wider workflow. Accurate documents are required, and documentation must always be produced as quickly as possible. Nuance Premier Partner VoicePower implemented the Winscribe dictation technology to help Newtons improve the efficiency and accuracy of its document production. After just sixteen months, Newtons was ready to take the next step and incorporate speech recognition more widely into its workflow, in order to extend the benefits to other areas of the business.

Newtons has a distributed workforce, functioning across multiple locations. Standards must remain high across every office, so that all clients get the same exemplary level of service. Deploying technology solutions across different offices can be challenging when that deployment is handled on site. Centralised cloud based / virtually hosted solutions are often preferred.

The solution

Newtons deployed Dragon Professional Group across multiple sites. This included both the desktop solution and the Dragon Anywhere smartphone app. The smartphone app added a new layer of flexibility into document creation, enabling the spoken word to be translated directly in to text displayed and editable on the smartphone, uploaded to cloud storage, and immediately accessible for other team members to action, edit or work with in other ways.

With the app, off-site staff were able to capture valuable information whilst was fresh in their mind, rather than waiting until they were back at the office, reducing significantly the possibility of vital details being lost, and improving the speed and accuracy of information capture.

“Dragon’s accuracy was excellent straight away. Our team were able to create their own documentation, write-ups and notes rather than passing them onto our already pressured secretarial staff. Equally emails take an inordinate amount of time and these are often typed manually by the fee earners.”

David Birks, Director, Newtons

Following its success with Dragon Professional Group, Newtons was the first UK organization to trial the new Dragon Professional Anywhere – thanks to working with VoicePower, who were the first Nuance partner to deploy it. Dragon Professional Anywhere takes its class of software to the next level, as is specifically designed to be a lightweight, cloud based, agile deployment ideal for enterprises with complex IT infrastructure such as remote desktops and Citrix.

Deployment requires minimal changes to an organization’s IT infrastructure. Scalable deployment and a range of payment options which include both monthly plans and perpetual licensing with annual maintenance mean that each organization can select the best fit for them and ensure they have the financial transparency in place that is vital to effective budgeting.

Crucially, with Dragon Professional Anywhere users can switch easily between different applications while dictating. This is a step-change from Dragon Professional Group which, deployed in a remote desktop environment, requires dictation via an intermediary Dragon dictation box. While this is effective, it is less convenient as it restricts ability to switch between different applications whilst dictating.

Throughout its Dragon journey Newtons has worked with VoicePower, the specialist Nuance Premier partner that advises firms on dictation solutions. VoicePower advised Newtons that the move to Dragon Professional Anywhere would be ideal for their situation.

“The launch of Dragon Professional Anywhere enabled us to cater for our clients who require a speech recognition solution which was lightweight, enterprise ready, agile and fully compatible in more challenging IT environments.”

Sonja Brown, VoicePower Ltd

The results

- **Efficiency savings:** Newtons has found Dragon Professional Anywhere an even more effective solution, allowing it to realise new possibilities.

“I have found Dragon especially useful when dictating long attendance notes such as following lengthy telephone calls and court hearings, as Dragon’s speech recognition really speeds the process up, allowing you to check as you dictate.”

David Birks, Director, Newtons

- **Flexible licensing and time-efficient updates:** Dragon Professional Anywhere is implemented on-premise, and updates are installed efficiently upon release thanks to collaboration between the Newtons IT team and VoicePower. Newtons can be assured that the latest updates are always on stream.

In addition, the multi-user licence model is ideal for the ever-growing team at Newtons, as expenditure can be controlled yet is as flexible as required.

- **Streamlined workflow and cost control:** Dragon Professional Anywhere has helped Newtons streamline its workload and control costs. There are 80 Dragon Professional Anywhere users at Newtons. They no longer rely on the dictation box and can dictate freely into any application, including the case management system: DPS Software. This has boosted efficiency and reduced the number of steps and clicks taken to update telephone notes, attendance notes and template letters. Furthermore Dragon Professional Anywhere’s central management and reporting facilities provide Newtons with complete visibility of usage helping them understand return on investment.
- **Improved client satisfaction:** Greatly reduced the turnaround time for letters and other documents has led to a higher degree of client satisfaction. Improved efficiency means that there is no longer a struggle to cover absent staff, and no build-up of client communication bottlenecks as there is now capacity within the organisation to cover absence from existing resource.

“Not only is our service quicker and more effective, the quality and detail within our documentation has greatly improved. We have clear and concise notes and correspondence with clients, which of course equates to a better client experience.”

David Birks, Director, Newtons

Future plans

Newtons continues to use its original dictation product, Winscribe, alongside Dragon Professional Anywhere. It finds the mix of products highly suitable for its varied document production needs. Some of the team use both solutions, for example preferring Winscribe digital dictation for tasks such as templated letters and Dragon for logging telephone notes, making entries into the case management system and creating emails.

Newtons is always interested in further ways to boost efficiency, and continues to work closely with speech recognition expert and Nuance Partner VoicePower Ltd, to further develop workflow processes and integrate Dragon Professional Anywhere more fully.

“We’re always looking for ways to streamline and improve our technology, ensuring that everything is fully compatible with the remote environment. Including Dragon, was a priority.”

Lloyd Martin, IT Manager, Newtons

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