

Small Business Owner Overcomes Pain and Salvages Time **with Dragon.**

Challenge

- Identify a tool that can type documents, reports and correspondence using voice to help overcome Lateral Epicondylitis (tennis elbow)

Solution

- Dragon voice recognition software

Results

- Eliminated the need to type to complete work
- Aided tennis elbow recovery process
- Increased productivity
- Salvaged time

Queensland-based accounting practitioner, Abe Woolley, is use to efficiently running his busy public accounting practice and juggling the increasing demands that come with a growing business. However, he was understandably unprepared when life served him a curve ball. He developed Lateral Epicondylitis during a particularly hectic work period. What helped Abe overcome this challenge was Nuance's Dragon and it also provided him with an unexpected bonus – much cherished extra time.

“I found that I was much more productive because of the software. In fact, on average I was gaining about two extra hours every day, which was amazing. I felt empowered as all of a sudden I had a chunk of extra time, and this is incredibly valuable for a small business operator because there is never enough time.”

Abe Woolley, Owner
Bokarina Taxation Services

Lateral Epicondylitis is a tendonitis and is more commonly known as tennis elbow. It usually occurs as a result of repetitive wrist and arm motions. As the owner and key registered tax agent at Bokarina Taxation Services, Abe often works 18-hour days, and on a typical day it is not unusual for him to spend 12 of these hours completing computer work. The constant typing helped bring on Abe's Lateral Epicondylitis.

‘My work involves coding, writing letters of advice, setting up and restructuring small-business structures as well as completing and lodging quarterly and annual tax forms. This means that I spend a considerable amount of time behind the computer and on the keyboard.

‘My tennis elbow had probably been building for a while, but after an immensely busy end of financial year, the condition flared in my right arm, which is my dominant arm. The accompanying pain made it difficult to type and it was starting to seriously impact on my ability to complete work,’ explained Abe Woolley, Owner, Bokarina Taxation Services.

Apart from seeking medical aid, Abe wondered if it was possible to get through his work without the need to type. This would allow his arm to rest and aid the recovery process.

‘I'd heard about voice recognition software and that it types up what you say, but I had never investigated further, probably because the need never arose. Of course, once my injury surfaced, this all changed,’ he said.

Abe came across Nuance's Dragon voice recognition software while he was reading a business blog. Nuance Dragon brings voice recognition to the PC or Mac and lets individuals simply talk to create content and command a computer. It reduces the need for typing and delivers up to 99 percent recognition accuracy straight out of the box. By using Dragon's powerful voice recognition software people can also cruise through email, surf the Web, and create reports and notes just by speaking.

‘Nuance's Dragon is a market leader in the field of voice recognition software and the solution is very reasonably

priced so I did not bother looking at alternatives and purchased Dragon directly from their website.

'I found it very easy to load and getting started was far simpler than I thought. The software is uncomplicated, clean and very intuitive, which makes navigating it easier.

'Yet, the software is also quite sophisticated. I was able to create my own word banks, which contain the accounting jargon that I use everyday to write my letters, reports and documents. Dragon has no problem spelling or applying this terminology, and it also transcribes digits accurately,' he explained.

Having now used the software for about three months, Dragon has made a considerable difference to Abe's tennis elbow. 'I make a point of using Dragon whenever I have computer work to complete. I simply speak and the words automatically appear on the screen without me needing to type. This has let me rest the tendons in my forearm and although the injury is not quite 100 percent right, it is well on the way to healing.'

Dragon also provided Abe with an unexpected bonus – salvaged time. Humans speak much faster than they type, and as the software transcribes spoken words

swiftly and with great accuracy, Abe discovered that he was actually completing his work far quicker thanks to Dragon.

'I found that I was much more productive because of the software. In fact, on average I was gaining about two extra hours every day, which was amazing. I felt empowered as all of a sudden I had a chunk of extra time, and this is incredibly valuable for a small business operator because there is never enough time. I now spend the extra time being more productive, in face-to-face meetings with clients, on the business and with my young family,' he said.

Abe also uses Dragon for private matters. 'I use it to send emails to friends and to help me research things on the Internet. In fact, 75 percent of my private work on the computer is done using Dragon.'

With his arm on the mend, Abe was asked if he would continue to use Dragon. 'There is no way that I would ever give up Dragon software now that I've used it. In fact, sometimes I scratch my head thinking I probably would have persisted with the old way of doing things had it not been for my injury.'

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