

Productivity for the **Enterprise**

Improving the corporate bottom line
with documentation productivity



Productivity for the Enterprise

If you're a CEO, CIO, CTO, business or IT leader or department head, you may be looking to streamline your documentation processes in order to boost productivity, improve customer service and increase revenue, while reducing costs and compliance risk.

A complete, enterprise-ready speech recognition solution for dictating and transcribing documents drives professional productivity, enabling your employees to spend more time on customers and the business and less time on administrative tasks.

The documentation overload problem

Challenges

Many corporations, government agencies and other organisations face significant documentation requirements – reports, meeting notes, correspondence, forms and more – as part of conducting daily business. In some industries, employees spend long hours out in the field meeting with clients and need to document those interactions in a timely and detailed manner. But inefficient or cumbersome documentation processes can drag down productivity and hamper report detail and accuracy, too often resulting in non-compliance penalties, reliance on costly transcription services and employee burnout and turnover – all of which impact the bottom line.

Enterprises often experience scenarios such as:

- Documentation backlog resulting in missed deadlines
- Incomplete or inaccurate documentation
- Too much overtime
- Emphasis on reports instead of maximising time with customers

Without an efficient, streamlined documentation process, employees focus too much time on administrative work and too little time on clients and core business initiatives.

Positive business impact

By streamlining document creation across the enterprise, organisations can improve service and free up employees for higher-value tasks that better contribute to the corporate mission or bottom line. By enabling employees to achieve higher documentation throughput and quality, organisations can also reduce outside transcription service costs and lower the risk of compliance liabilities that can result from reporting inaccuracies or missed deadlines.

Enterprises can benefit from a solution that enables:

- Better customer service
- Improved reputation for your organisation
- Less stressful, more productive work environment
- Greater focus on customers
- Completion of detailed, accurate reports within deadlines

An enterprise ready documentation productivity solution can drive positive business outcomes, such as increasing resource availability without incremental budget, reducing labor and third party transcription costs and minimising penalties for non-compliance. With the right solution in place, enterprises can keep up with documentation demands and spend more time on their clients and core business.

Inefficient or cumbersome processes too often result in missed deadlines, inaccurate documentation and too much time and money focused on administrative work. This can hamper customer service and damage your organisation's reputation, ultimately impacting the corporate bottom line.

If reports and documentation can be completed quickly, organisations can provide better service, drive more business and free up their employees for higher value tasks that contribute directly to the bottom line or corporate mission.

A complete, enterprise-ready solution

An enterprise-ready solution for fast, accurate dictation and transcription that is fully customisable and integrates easily into current workflows can help drive documentation productivity across the organisation. Employees can create, edit and format documents up to three times faster than typing using their voice. Fieldworkers can work on documents of any length using professional-grade continuous dictation on a mobile device to stay productive on the go. Alternatively, they can choose to speak into a digital voice recorder for automatic transcription back at their desktop.

Dragon Professional Group desktop speech recognition software and the Nuance Management Center, coupled with goal-driven project management and services, provide a powerful documentation productivity solution that drives bottom line results. By enabling employees to create, edit and format documents by voice instead of typing, Dragon Professional helps increase throughput, improve quality and reduce costs – without having to change existing workflows. The Nuance Management Center simplifies creation and sharing of customisations, central management of user accounts, profiles and licences and usage tracking and measurement. The full solution enables organisations to realise productivity gains – quickly and cost effectively – for significant return on investment (ROI).

Features / Benefits

- Drive higher levels of productivity by enabling employees to spend more time on their “real job” instead of administrative work.
- Increase revenue and improve service to customers without adding staff.
- Improve your organisation’s reputation.
- Reduce your liability risks associated with inaccurate or incomplete documentation.
- Ease IT’s administrative burden with a solution that is easy to deploy, maintain and centrally manage.
- Improve your competitive advantage by leveraging proven enterprise technologies that deliver a compelling ROI.

Dragon Professional Group speech recognition software and the Nuance Management Center for centralised deployment and administration, coupled with goal-driven project management and services, provide a complete, enterprise ready documentation productivity solution to help improve your corporate bottom line.

Documentation overload

Too much time spent on inefficient administrative work

-  Document backlog and missed deadlines
-  Inaccuracy and risk of noncompliance
-  Time/cost of transcriptions
-  Cost of deployment and maintenance



Solution benefits

More time to focus on clients or drive your core business

-  Increased efficiency and productivity
-  Improved accuracy and compliance
-  Reduced transcription time and costs
-  Efficient, centralised management

Dragon enterprise solution

Dragon Professional speech recognition client software

- Fast, accurate dictation.
- Automatic transcription that reduces outsourcing costs and streamlines workflow.
- Custom commands for your workflow and custom words for your industry.

Nuance Management Center, for central user administration

- Easy deployment and maintenance.
- Usage tracking.
- Efficient licence management.
- Simplified sharing of custom commands and words.

Goal-driven project oversight and effective training services to ensure customer success

- Live or online training services to drive fast user adoption.
- Workflow customisation.
- Optimisation services.

* For more detailed information about each component of the Dragon Enterprise Solution, please refer to their respective product briefs.

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.