

Case study

Dragon Professional Anywhere allows law firm Freeths to create detailed and accurate documentation quickly and easily

Challenge

To reduce the cost and turnaround time of creating documents.

Solution

Dragon Professional Anywhere speech recognition solution lowers costs and speeds up document creation.

Results

- Removes need for outsourced transcription service
- Time spent on document creation is decreased making turnaround time for documents to clients faster
- Cloud-based system enables agile working.



Using Dragon Professional Anywhere, users place the cursor where they want speech-recognised text to appear, and start dictating into their chosen applications.



Background

Freeths is a leading national law firm with 13 offices across the UK. With over 155 partners, and more than 900 members of staff, the firm delivers a comprehensive range of legal services to businesses, the public sector and to private individuals. As a busy legal firm, accurate documentation must always be produced as quickly as possible.

Freeths had an existing digital dictation solution in place, Winscribe Dictation, with the majority of the firm's dictation files processed by an out-of-house transcription company. This incurred an annual cost so an alternative solution for creating documentation was sought to provide a cost saving and to speed up the process.

Given our background as a Dragon Value Added Reseller, and our highly rated support services, Voice Technologies was selected to provide a solution.

Speech recognition lowers costs and decreases turnaround time

Following a review of the firm's existing processes, we proposed Nuance Dragon Professional Anywhere (DPA), a cloud-based speech recognition solution that allows business professionals to create high-quality documentation using their voice.

The team at Freeths have a mix of abilities and requirements so the new system is designed to accommodate different working styles.

DPA integrates easily with Freeth's existing office-based and remote devices. Once installed, office or home-based users open the app, place the cursor where they want speech-recognised text to appear, and start dictating into their chosen applications (e.g., Microsoft Outlook, Microsoft Word). The average user is recording around 267 minutes per month of audio, logging in up to seven times a day to use DPA for creating documentation.

Voice Technologies provided Freeths' IT staff with training using a train the trainer model which they then passed on to the actual users. We also advised on how to best use the technology in everyday working practices, and provide regular usage stats to demonstrate the firm's return on investment.

Freeths has found that the DPA speech recognition system has brought value to the business by enabling them to make significant savings:

- The turnaround time to create documents has reduced
- The team now handle their own transcriptions which avoids the cost of outsourcing.

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We're delighted with the results of integrating Dragon Professional Anywhere into our firm. We've been supported throughout by Voice Technologies and we're now generating documents faster and more efficiently than before.

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James Tew
Associate Director,
Freeths



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