voice
TECHNOLOGIES

Voice Technologies is an award-winning, employee-owned software solution provider serving the UK market. It helps organisations to reduce the time and cost of producing correspondence by using information and mobile workflow, speech recognition and digital dictation applications.

Case Study

Hart Jackson embraces voice recognition with a combined Philips & Dragon solution from Voice Technologies

"Integrating voice recognition into our firm has been impressive. We're delighted with the results of automated document production and the commercial advantages it's brought us."

Jayne Akitt, Office Manager, Hart Jackson & Sons

Challenge

To fast-track urgent recorded files to immediate typed correspondence while ensuring compatibility with IT systems.

Solution

A voice recognition system combining specialist software for legal firms with uncompromised sound quality digital dictation devices.

Results

▶ Complete automation with integrated interfaces for front and back-end tasks
▶ Clear, accurate recordings result in smooth voice-to-text processing
▶ Faster response time to clients.

Background

Based in Ulverston, Cumbria, Hart Jackson & Sons is a solicitors practice with an impressive 156-years of legal business experience. Originally founded by Stephen Hart Jackson in 1858, five generations of the Hart Jackson family have continued the practice. The team provides legal services to a host of domestic and commercial clients.

As sector requirements have evolved, and clients' requests become more complex, the firm's internal administration processes needed to equally advance to fulfil clerical demands and ultimately client satisfaction. Being familiar with electronic document production processes a keen user of digital dictation, Jayne Akitt, Office Manager, considered adopting a voice recognition engine to fast-track urgent recorded files to immediate typed correspondence. With the initial goal of modernising the office's IT systems and an impending Windows upgrade proving incompatible with the firm's previous digital dictation solution, she contacted Voice Technologies to recommend an upgrade to

their standard digital dictation solution to complement their office set-up, administrative requirements and voice-to-text ideals.

The solution

Voice Technologies recommended leading dictation software from Philips – SpeechExec Pro – coupled with the industry renowned speech recognition module – Dragon Naturally Speaking – from Nuance. The combination of the SpeechExec Pro software interface which enable automatic file download and DSS Pro encoding for optimised sound clarity, with the automation of the voice recognition engine, allowed the firm's fee-earners to cut document processing time. Dragon Naturally Speaking Legal allows total PC-control by voice and can maximise audio advantages in a time-sensitive business environment; **speaking is three times faster than typing**.

As the engine is designed specifically for the legal community, it automatically formats legal citations, supports third-party correction and provides accurate out-of-the-box recognition of dictated legal terms. Combined with the seamless processing of SpeechExec Pro, this software advancement resulted in Hart Jackson's fee-earners being able to automate their dictated files into accurate, processed and finished notes within minutes.
Delivering a complete front and back-end

solution, Voice Technologies also provided a prestige input device – the SpeechMike Premium from Philips. It is optimised for uncompromised sound quality which is a vital requirement in voice recognition-reliant environments. This desktop USB microphone hosts a free-floating studio quality precision microphone – a microphone grille with optimised structure and a built-in noise-reduction pop filter to maximise deliverable sound files for automated voice-to-text engineering.

Voice Technologies recommended Dragon Naturally Speaking Legal software from Nuance.

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