

The value of Dragon: Why an end-to-end speech to text solution is best for your business

Speech to text software is increasingly popular in organisations of all sizes. This is unsurprising when its potential to improve efficiency is considered. But Dragon's benefits go far beyond excellence in turning the spoken word into editable text. It is a great collaborative working tool, ideal for a distributed workforce. And cloud deployment takes the strain off internal IT teams while ensuring data security and compliance requirements are met.

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Document creation is more important than ever

For many organisations, document creation is a more important task today than it has ever been. Documents created through word processing software are only part of the story. Add in email and other productivity applications that are based on written text, and it is clear that creating and managing documents is a major part of the working day.

In our recent survey,
Speech Recognition: a new way of working for legal professionals, legal professionals told us they spend an average of four hours a day typing.¹

¹ Speech recognition: a new way of working for legal professionals

Organisations could save a considerable amount of time by using speech to text software. Dragon can turn spoken words into editable text up to three times faster than it can be typed. The gain is greater for those who are not trained touch-typists, so some professionals stand to make even more time-efficiency gains than others.

It is understandable in this scenario that some professionals try freeware speech to text solutions. But is freeware the most efficient or effective choice? Does it generate extra work that can negate any savings? And are organisations that use freeware missing out on a range of productivity gains that Dragon can provide?

99%

accurate from the start

Key benefits of Dragon

While freeware can turn the spoken word into editable text, there are many features it may not provide. Dragon turns the spoken word into editable text, and in addition it offers many more usability features and advantages:

Granular to the business

Dragon is brought to a business by a dedicated sales team that discusses individual needs on a case by case basis. This means, for example, that sector specific vocabulary can be built into Dragon from the outset. This has many benefits such as ensuring the correct spelling of unusual words and creating customised standard phrases or paragraphs that can be inserted into documents if just a short abbreviation is spoken.

Tailored to individuals

Dragon is proven to be 99% accurate from the start. Artificial Intelligence and Deep Learning techniques help it improve accuracy further over time. In addition, Dragon is able to cope with a wide range of different accents, and it gets better at recognising a person's accent over time. These things come because Dragon stores a speech profile for each user, which it develops as a user corrects its errors, and as it gains more experience of individual speech patterns.



Application agnostic

Dragon is application agnostic. Once it is installed it will work with any applications an organisation needs it to, so that document creation, spreadsheets, email software, collaboration tools and more can all benefit. Dragon can also be used to control applications. So a spoken command to 'send an email' opens email software, and a command to 'search the web' opens a web browser. Think of Dragon as a layer on top of an organisation's productivity tools, rather than one which sits to one side of those tools.

The value of Dragon

Training and technical support

When an organisation buys Dragon it buys not just the ability to turn the spoken word into editable text, but also our technical expertise in creating a bespoke solution (including, for example, incorporating sector and client specific vocabularies), our support in configuring Dragon, and access to training and ongoing technical support.

Access to training means an organisation can be assured that people learn about the full range of options available to them, and are familiarised with the best ways to get the most from using Dragon. A proactive approach to user-education means users don't have to hunt for solutions to problems for themselves.

Get started in minutes

For all its sophistication any user can get started with Dragon in minutes. Once the organisational setup processes are complete, a user simply puts a headset on and starts to speak. There is no initial 'voice recognition' training for a user to go through, and no lengthy induction or familiarisation to complete. Training and support are available but they are not a barrier to first-time use.

Benefits of the cloud

Dragon will be deployed in the cloud in a way that best suits the user (on premise or hosted). There are many advantages including:

- Patches and updates are applied in real-time, as needed
- Data is encrypted both in transit and at rest
- Enterprise level licensing is handled via the Nuance Management Centre
- A centralised data store means that granular level bespoke vocabularies are available to the whole organisation ensuring continuity across all users and all documents
- Regulatory compliance
- User data can be analysed, so the organisation can learn whether certain features or functions are under-used, and provide proactive support to help users with these, improving overall efficiencies
- Standardised documents can be made available to the whole organisation, ensuring everyone has access to the latest versions at the same time, and making it easy to implement changes, from new regulatory requirements in how certain information is collected and recorded to a complete organisational rebranding



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Is freeware cost-effective?

Freeware speech to text solutions typically lack many of the features that Dragon offers. These are some of the things freeware tools might be unable to do:



Integrate with a broad range of different applications.



Automatically use long words and phrases in response to a short command.



Accept unusual business specific words, phrases or paragraphs into their vocabulary.



Work within **pre-designed** document templates.



Run on **multiple devices** for truly mobile, device agnostic document creation.



Provide on-call, personalised **technical support and training**.



Automatically make **encrypted backups** to the cloud ensuring data security and client confidentiality.



Produce **analytics** which can help business managers understand how the software is used, and devise training to ensure it is optimised.



Get better the more they are used. With no saved voice profiles freeware can't learn about each user over time and improve its accuracy.

Dragon

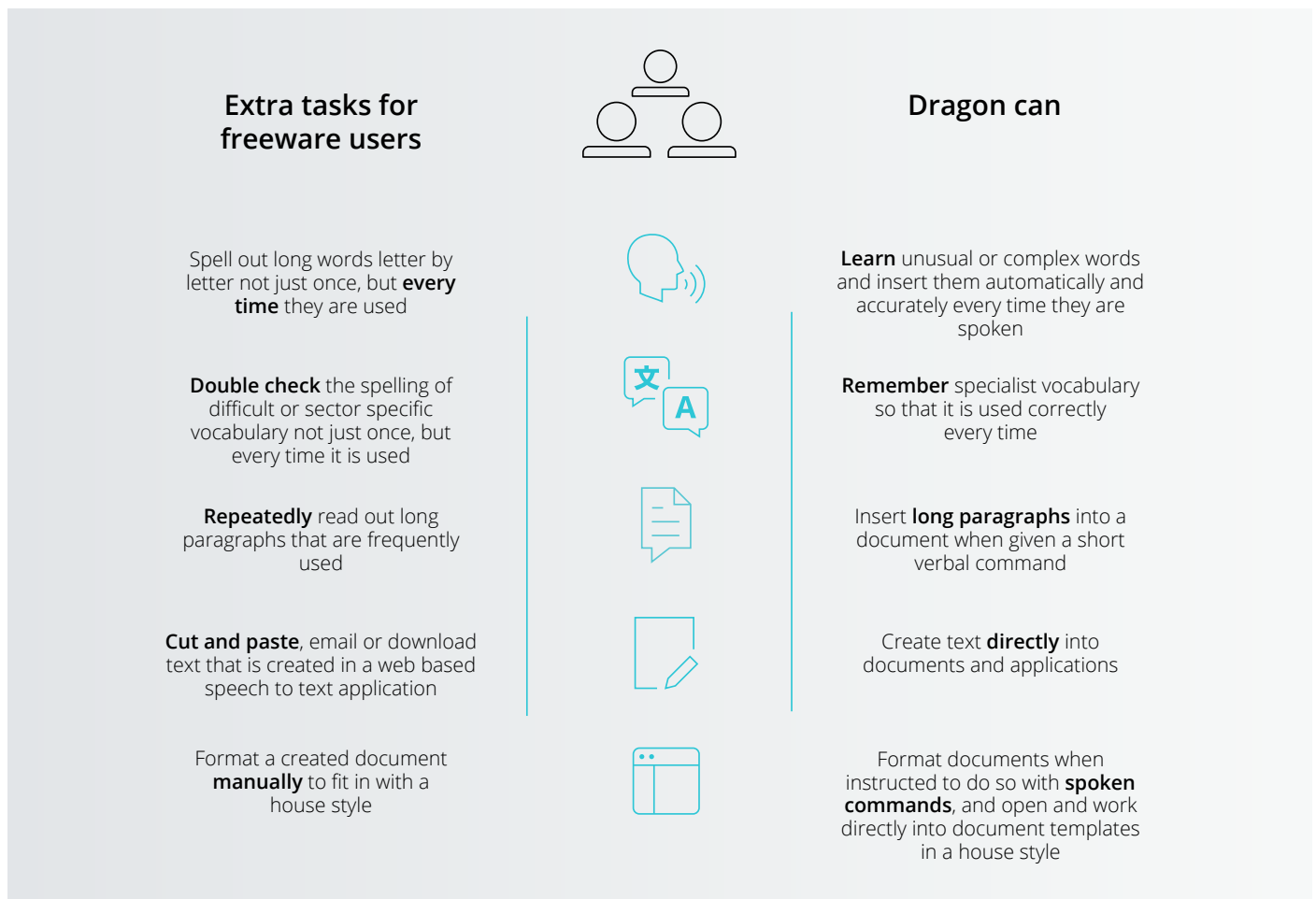


Freeware



The value of Dragon

As a result of the limitations of freeware speech to text solutions, users of freeware might find they spend time doing things that Dragon takes care of in a more time-efficient way. Depending on the complexity of documents, using freeware might actually take longer than typing. For example, for any one document, a user might have to spend time doing extra tasks with freeware that can be achieved in Dragon with spoken commands:



Freeware or Dragon? Making the right choice

Each organisation will have its own particular speech to text needs, and for some a freeware solution may be adequate. But in many cases Dragon will provide greater efficiencies. As a speech recognition solution that is tailored to each organisation's needs Dragon can generate greater benefits than freeware. From bespoke vocabularies to end-to-end data encryption and from training users to make the most of what Dragon offers to support for all the applications an organisation works with, Dragon is a fully integrated solution that sits on top of the applications you already use every day. It is designed to amplify your ability to work efficiently, be productive, and help others.



About Nuance Communications, Inc.

[Nuance Communications](#) (Nuance) is a technology pioneer with market leadership in conversational AI and ambient intelligence. A full-service partner trusted by 77 percent of U.S. hospitals and 85 percent of the Fortune 100 companies worldwide, Nuance creates intuitive solutions that amplify people's ability to help others.

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