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CASE STUDY

Fields Law Office Boosts Their Bottom Line with Dragon NaturallySpeaking Legal Voice Recognition Software

Firm Simultaneously Increases Productivity and Eliminates the Need for Additional Support Staff to Save Over \$100,000.

CHALLENGE

Improve the efficiency of a legal firm by reducing the manually intensive and expensive process of transferring dictated case information into digital records with outside transcription services.

STRATEGY

Use voice recognition software to digitize case data as it is created.

RESULTS

Dramatic reduction in costs. The firm saved over \$100,000 in transcription costs and simultaneously improved productivity by deploying Dragon NaturallySpeaking Legal.

In the legal profession, planning for an appeal often begins as early as drafting the complaint or answer to the initial suit, and sometimes even before that. Clients frequently call upon a firm to assist their trial counsel in specific areas, including the initial formulation of a case, briefing and arguing motions, developing legal theories and trial strategy, preparing trial briefs and jury instructions, and briefing and arguing post-trial motions in anticipation of an appeal. Because time is always of the essence in the judicial system, the ability to quickly move case information into a digital workflow is critical to maximizing the analysis time for each client. Surprisingly, in this predominantly electronic business age, a majority of attorneys and judges are still behind the information technology curve. These legal professionals are drowning in a sea of tedious and costly manual processes for creating, collecting and organizing case data. Law offices large and small, as well as local and federal courts, are looking for affordable tools that can help them effectively reduce their operating costs and increase productivity.

Over the last decade, legal organizations have begun to reap the benefits of using computerized practice management systems to eliminate their reliance on paper. The only drawback was that records for these systems needed to be created manually. That problem was solved by outsourcing the record creation to transcriptionists. Unfortunately transcription is a slow and costly process that negated any savings of implementing an electronic practice management system. Last year legal organizations spent over \$5 billion on manual transcription services. On average, a single attorney or judge spends upwards of \$20,000 per year to digitize case information.

Attorney Joseph Field's practice was no exception. Ten years ago he took a hard look at what he was spending and found that the rapidly rising administrative costs were eating away a bigger and bigger chunk of his firm's profits. Like most practices, he relied on an expensive paralegal support staff to perform transcription tasks. Worse yet, the work kept piling up and his secretary never seemed to make significant progress reducing the backlog. One day he came to the realization that things were not going to get any better unless he drastically changed the way



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Dragon Dictation Solutions

they worked. He came across a study that verified the benefits of using modern speech recognition software and became intrigued at the idea of talking to his computer to perform work three times faster than typing by hand. Through his research, he discovered that thousands of legal professionals already successfully used speech recognition to document information for legal proceedings and eliminate traditional transcription. According to Fields, *"I immediately recognized that a small law office like mine could benefit greatly from using voice recognition instead of hiring other transcriptionists to process dictations. I looked at Dragon NaturallySpeaking and found the voice recognition to be very accurate. I bought the software without even looking at any alternatives."*

Dragon NaturallySpeaking enables legal professionals to create electronic documents of all types by voice at speeds of up to 160 words per minute with accuracy rates as high as 99%. It comes with a pre-configured legal vocabulary containing nearly 30,000 legal terms, works with most practice management systems and allows the creation of simple commands to

automate complex, multi-step tasks. Fields knew Dragon NaturallySpeaking Legal would provide an affordable way to automate the information collection process at his practice while significantly reducing administrative overhead and increasing the firm's productivity.

That was ten years ago. Today Fields works with the software on a daily basis. *"I have used this product since 1995. Now almost all of my written legal work is accomplished through voice dictation instead of typing. I use speech recognition 100% of the time to create documents. Dragon NaturallySpeaking works in conjunction with my other office applications like Corel WordPerfect, PC Law accounting software, and even AOL. It is highly accurate. Over the years I have saved in excess of \$100,000 by replacing transcription with Dragon NaturallySpeaking! It is a great product. It has saved me an incalculable amount of time and I plan to continue using it."*

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