



## VocaLinks Implementation Services – Pilot Programs

Since 1998 VocaLinks has been assisting organizations to implement technology solutions such as Speech Recognition and Digital Transcription, to enhance successful adoption and increased end-user productivity. A key component of our implementation approach is to conduct a pilot projects which we believe increases the likelihood of an effective large-scale enterprise deployment.

We work with our clients to design a research protocol that is realistic and workable as a small-scale version of the larger project in order to test the feasibility of integrating the new technology solution within the context of the existing organizational IT infrastructure. We also look at other variables such as training and support requirements to ensure successful adoption of the new tools throughout the user population.

The pilot study often helps us to see where there might be possible project failures or problems so that we can develop remedies, methods and tools prior to full implementation. Finally, we document all valuable insights, processes and outcomes from the study to apply to any further project work.

**Typical Pilots can be conducted within 90 days** once the pilot objectives and methodology has been approved.

Typical steps in the pilot study include:

- Defining of the research objectives / question
- Selection project team to represent IT and User Groups
- Selection of the target or sample population
- Complete the study design
- Finalize the written protocol and methodology
- Determine integration requirements
  - In the case of Speech Recognition we review custom vocabulary needs
- Create communication, training and support plan
- Deploy the Pilot Study
  - Implement the training and support plan for IT and end-users
- Observe and document findings
- Create final report with findings and recommendations
- Determine next steps for larger-scale implementation

## Overview of the Dragon Implementation Methodology

VocaLinks has over 15 years of selling, implementing and providing superior training and support for Speech Recognition solutions. We will put our many years of experience deploying Dragon solutions to work for you to help you to avoid some of the pitfalls that lead to unsatisfactory result with speech recognition.

As a Gold Certified Partner, VocaLinks has worked very closely with Nuance the developers of Dragon NaturallySpeaking. We believe a **metrics-driven implementation process** and pilots are the best way for our clients to ensure that the critical steps and skills required to optimize and tune a more advanced, voice-automated workflow are implemented. We help our clients to quantify the resulting benefits that speech technology delivers to their organizations and the return-on-investment.

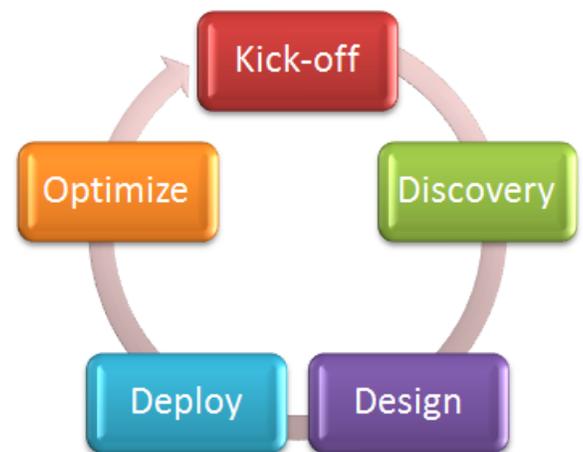
We have defined a five-phase process to guide these projects. When followed, this methodology optimizes the use of Dragon and its impact on organizational effectiveness. The five phases of an effective **Dragon implementation Methodology** are:

### 1. Phase I: Project Kick-off Meeting

- a. This phase establishes the people and processes that are required for a successful implementation.
- b. A project Steering Group is formed and project scope and objectives
  - i. This group will look at parameters such as cost savings, workflow improvements, productivity gains, quality and accuracy of data entry and adoption and usage.
- c. We develop and track the project/pilot metrics for success
- d. We may conduct a pre-pilot survey to determine user requirements

### 2. Phase II: Discovery

- a. The goal is to integrate Dragon into the organization's reporting workflow to optimize productivity. The Discovery process helps us gain the understanding of your workflow and IT infrastructure that will allow us to ensure that the appropriate features in Dragon NaturallySpeaking are leveraged for maximum benefit to your organization.
- b. We determine if Dragon NaturallySpeaking is part of a larger initiative that also includes the deployment and use of the mobile input devices such as smart phones or digital recorders. We provide expertise regarding



effective integration of Dragon with these devices and within the document production workflow (i.e. setup of roaming users, AutoTranscribe folder, etc.).

### 3. Phase III: Planning and Design

- a. This phase encompasses all the work that needs to be done before Dragon training is delivered. This information is used to voice automate processes, to create auto-text to enable frequently used text-blocks to be inserted with a simple command, to voice-enable templates; and/or to import customer-specific vocabulary.
- b. Define the training and support requirements
- c. Define integration and back-end deployment requirements

### 4. Phase IV: Deploy

- a. Deploy the Plan as defined in Phases II & III.
- b. During this phase, we will support the client to ensure effective Dragon user training focusing on using Dragon to improve the accuracy and efficiency of their desktop or mobile dictation workflow. In addition, VocaLinks will work with your organization to provide your support staff/administrator training on Dragon so that they will be effective in supporting the Dragon users.
- c. Utilization of Dragon Administrator best practices (such as scheduled Acoustic and Language Model Optimization) to maximize recognition accuracy of User Profiles.

### 5. Phase V: Optimization

- a. During this final phase of the Dragon implementation, metrics are gathered and compared to the pre-defined metrics and project objectives to assess the success of the implementation. This can be accomplished through a user survey to get feedback from the Dragon users.
- b. In addition to exploring productivity gains and other parameters, surveys can ask questions related to user learning curve, training and support requirements, and other information that can improve the process for future Dragon deployments.
- c. We use the information received from the Dragon users to optimize the implementation processes, further tweak workflows, to improve the deployment, training and support plans.

VocaLinks recognizes that a successful Dragon implementation is a partnership between your organization and ours. We will help you develop a joint steering group with VocaLinks participating by bringing speech recognition best practices to your Dragon implementation, saving time and allowing you to take advantage of this powerful speech recognition technology.