



# NUANCE

The experience speaks for itself™

## CASE STUDY

### Leading Insurance Firm Saves \$1.2 Million Dollars with Dragon NaturallySpeaking Voice Recognition

Claims Litigation Department Deploys 150 Seats to Eliminate the Need for a Traditional Dictation and Transcription Model

#### CHALLENGE

Stay competitive by identifying and implementing an easy-to-use voice recognition solution that integrates with firm's document creation processes, reducing costly transcription services.

#### STRATEGY

Deploy Dragon NaturallySpeaking Legal on 150 desktops to digitize information as it is created so there is no need for transcription services.

#### RESULTS

Total elimination of transcription services, resulting in savings of \$1.2 million dollars per year.

For years insurance companies have reaped the benefits of using computerized claim management systems. The only drawback was that records still needed to be created manually. That problem appeared to be solved by outsourcing the record creation to transcriptionists. Unfortunately transcription is a slow and costly process that negated any savings due to computerization of claim information. Today these types of organizations spend too much time and money on manual transcription services. On average, a single legal professional spends \$20,000 per year to digitize case information. Dragon NaturallySpeaking Legal Solutions provide an affordable way to automate the information collection process while significantly reducing administrative overhead, increasing productivity and providing better overall customer service.

Numerous studies have verified the benefits of using modern speech recognition software. Thousands of legal professionals already successfully use speech recognition. Dragon NaturallySpeaking Legal Solutions enables the creation of all types of electronic documents by voice at speeds of up to 160 words per minute with accuracy rates as high as 99%.

One of the largest insurance companies, headquartered in Los Angeles, operates in 41 states across the country with over 18,000 employees. Their agents and independent agents are responsible for servicing more

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than 15 million customers. In this organization the divisional supervising attorney oversees a claims litigation department of 150 people that is responsible for providing legal services and representation to the company and its clients. Efficiently researching, creating, managing, and archiving this data is crucial to the department's

success. According to him, "With such a large organization and customer base, the implementation of an electronic case management system which integrated our document creation and production was necessary in order to remain competitive." In this respect, his company is no different from other legal organizations trying to eliminate using paper and adopt the use of electronic information.



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Dragon Dictation Solutions

The reasoning is simple – moving away from paper to electronic files saves a lot of money and ultimately provides much better customer service. Unfortunately, for many organizations use of their case management systems has been hampered because manual typing is still required to populate the system with data. Traditional transcription may seem like the perfect solution to this dilemma – a dictation system is used to quickly capture voice files which are then converted into e-documents via transcription. The finished product is then routed back to the legal professional to review and authenticate. Not only is this process slow, but it is also very costly. Typically it can take from 1 to 2 weeks to complete the process. Last year legal organizations spent over \$5 billion on manual transcription services using this archaic method. For organizations that have 50, 100 or more people that rely on transcription, the cost can escalate dramatically.

“Adoption of the electronic case management system necessitated changes in our organization’s staffing model, particularly the elimination of the traditional transcription and text processing functions that relied on audio tapes and a team of transcribers. Dragon NaturallySpeaking, was installed on 150 desktops in 32 separate locations over the course of the first quarter 2006 in conjunction with the rollout of a Pro Law case management system. I use the product every day for legal pleadings, correspondence, file notes and e-mails. We use it primarily for Litigation support – specifically document production and case/docket management as an integral part of our Pro Law system.”

Because most people can speak 3 to 4 times faster than they can type, they have the potential to work at a much faster pace if they are not tied down to a keyboard. Dragon NaturallySpeaking comes with a pre-configured legal vocabulary containing nearly 30,000 legal terms, and allows the use of simple commands to automate complex, multi-step tasks. Dragon NaturallySpeaking Legal provides a proven and affordable way to automate the legal information collection process while significantly reducing administrative overhead and increasing individual productivity.

It is not uncommon for legal organizations to save hundreds of thousands to millions of dollars per year by employing voice recognition as a front-end data collection tool. Thousands of

legal professionals already successfully use speech recognition to document legal information and eliminate reliance on traditional transcription. Adds the supervising attorney, “Our branch legal offices report a number of attorneys use it every day. The product is relatively new to us and we are still working toward general acceptance among our entire staff.” In this organization’s case, the cost savings is substantial – “We estimate potential to save \$1.2 million a year by eliminating the text processing support function at all of our sites.”

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