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The experience speaks for itself™

CASE STUDY

Irwin Mitchell Relies on Dragon NaturallySpeaking to Maintain their Competitive Edge

The Speech Recognition Company (SRC) of London Delivers the Firm's Quickest Technology ROI with a Solution Based on Dragon NaturallySpeaking® Speech Recognition

CHALLENGE

Help a top law firm maintain their competitive edge by implementing a complete speech recognition solution for 600 lawyers.

STRATEGY

Use Dragon NaturallySpeaking with a customized practice vocabulary to improve the turn-around time for case documents and client information.

RESULTS

Successfully began using the software throughout the organization with the quickest payback of any technology investment the firm has ever made.

When faced with the possibility of a lawsuit, many people seek out the help of an attorney. Though it is always possible to represent yourself in small legal actions, most cases warrant the assistance of professional help. Lawyers are not only trained in and very knowledgeable of the law, but have experience preparing legal documents, with courtroom protocol, settlement negotiations, and other aspects of legal proceedings. The hiring of an attorney will help a case run more smoothly and will increase the likelihood of a positive outcome on your behalf. It's no secret that the number of practicing lawyers has grown dramatically over the last twenty years. If you are an attorney, obtaining new clients while retaining your existing ones has increased in difficulty. Staying in touch and communi-

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Richard Hodkinson
Irwin Mitchell IT Director

cating with a service oriented attitude is your best weapon for building long-term relationships.

Irwin Mitchell was established almost 100 years ago and is one of the top 10 law firms in the United Kingdom.

The last 15 years have seen significant growth as the organization has expanded with new offices in Birmingham, Leeds, London, Newcastle and Sheffield. Employing nearly 1800 people, Irwin Mitchell has 750 fee earners and 81 partners. It is a unique law firm that provides a full range of legal services consisting of 5 principal divisions: business, insurance, personal injury, family law and criminal law. Teams of lawyers are formed as necessary for specific cases. The firm prides itself on its ability to provide it's clients exceptional and personalized service. This dedication has made Irwin Mitchell one of the largest and most successful practices in the world.

The organization has always placed great importance on managing client relationships. Excellent service is fundamental to their continued success. Six years ago, the major partners decided the firm must rededicate itself to delivering outstanding legal services. An even greater client-centered approach would help to maintain their competitive edge. As part of this initiative they decided to look a productivity tools. Several partners were already familiar with Dragon NaturallySpeaking voice recognition software. In 1999 the firm ran a successful pilot with 20 of their lawyers. According



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Dragon Dictation Solutions

to the firm's IT Director, Richard Hodkinson, *"Immediate benefits included the ability for attorneys to get documents to clients quicker than before because they could create and edit documents without waiting for someone to type the document up for them."*

Irwin Mitchell's partners knew they needed help to deploy the technology throughout the firm. In 2000 they partnered with The Speech Recognition Company (SRC) of London to ensure a successful wide-scale integration resulting in measurable benefits. SRC then built a solution for Irwin Mitchell based around Dragon NaturallySpeaking speech recognition. The first wave of 115 lawyers began using the speech recognition technology, consisting of a customized practice vocabulary coupled with the Dragon NaturallySpeaking engine, with 300 more attorneys added by the end of 2001.

To say the project has been successful is an understatement. Commercial Property Lawyer and Partner, Martyn Holland, based at the Irwin Mitchell Sheffield practice is enthusiastic about using the Dragon NaturallySpeaking® speech recognition technology. *"It's fabulous!"* he says, adding, *"Maybe that's a bit over-the-top, but it is sufficiently accurate and fast enough to allow serious use in a legal environment. I use it regularly for letters, faxes, e-mails etc., particularly after hours when secretarial support is gone. I recently wrote an entire article for a magazine, which I just dictated straight in."*

Irwin Mitchell has invested over \$150,000 in the project to date. According to Richard Hodkinson, *"Dragon NaturallySpeaking speech recognition provided the quickest payback of any technology investment we have ever made."*

We believe that our commitment to the technology and top quality advice strengthens our ability to win new clients. Our investment in speech recognition is an important part of this winning formula. Dragon NaturallySpeaking has been so successful lawyers not currently involved in the program have been knocking on my door asking for their teams to be given speech recognition software."

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