

# What's next



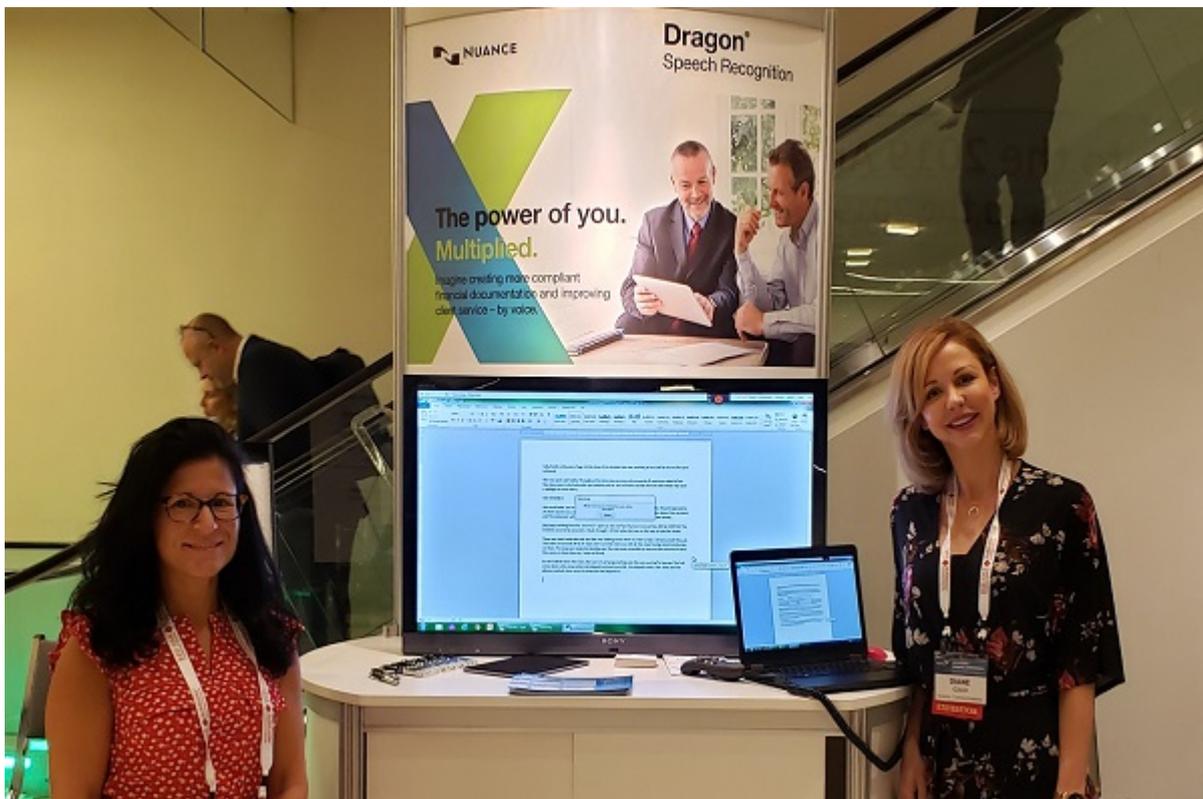
## Dragon Professional

# Dragon notes from 2019 FINRA Conference

The 2019 FINRA annual conference in Washington, DC this past month is the place to network, listen and learn about the latest in financial regulation and industry best-practices. The Nuance Dragon team shared some key insights with attendees on the exhibit hall floor and discussed the results of our 2019 Role of Technology in Financial Documentation survey.

## Mark Geremia

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For a second year, we exhibited at the 2019 Financial Industry Regulatory Authority (FINRA)

conference this past month. The organization's annual conference is an opportunity for professionals working in financial services to network, keep abreast of the latest trends in financial technology (FinTech), as well as learn about proposed rulings and best practices.

One panel discussion particularly of interest, Effective Documentation Practices for Financial Advisors, addressed the work my team and I engage in daily; helping individual professionals and organizations leverage smart-tools to drive productivity, maintain compliance, and improve customer engagement.

In addition to familiar themes FINRA addresses about compliance, such as the importance of capturing required information, disclosures, and forms to onboard new clients, the panel also spoke of documenting in real-time to capture more detailed reporting, and the importance of ensuring client/advisor communications take place through firm-approved platforms.

These themes all resonate with us, as evidenced by the results of our [Role of Technology in Financial Documentation](#) survey, which was administered to over 63,000 financial professionals. The survey tracks how financial advisors are using automated solutions to improve how they work.

One key finding from our survey that mirrors the discussions we conducted on the exhibit hall floor: financial advisors see that the use of automated tools will help them address back-office tasks like compliance, which FINRA primarily focuses on, but also customer-facing activities, such as client service. I invite you to download the [infographic](#) to learn more.

Participating at conferences such as 2019 FINRA always reminds me of the great opportunity for my team and I to listen, learn and share.

**Tags:** [Dragon speech recognition](#)

## More Information

	<p style="text-align: center;"><b>Role of Tech in Financial Services</b> Read the full results of the Nuance Dragon Role of Technology in Financial Documentation Compliance Survey. <a href="#">Learn more</a></p>
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## About Mark Geremia

Mark Geremia is Vice President and General Manager for Dragon Professional and Consumer and oversees the product and marketing strategy for Nuance's Dragon speech recognition and documentation workflow portfolio. Mark has held various leadership roles within the Dragon business over the last decade, and with his team continues to expand Dragon's reach across enterprise, legal and law enforcement markets, transforming productivity and documentation accuracy for professional individuals and large organizations. Prior to joining Nuance in 2005, Mark held key marketing management positions at both large and small technology companies. He holds a Bachelor of Science Degree in Business Management from Bentley College.

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