

What's next



Dragon Professional

What's your documentation problem?

While the root of all documentation problems can't be solved with speech recognition technology alone, it can go a long way to help improve business outcomes, from productivity, efficiency and costs, to reducing paperwork burnout.

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For decades, Nuance has led the charge towards conversational AI with our voice and language innovations. We began this long journey with the introduction of [Dragon speech recognition](#), the first software system that intelligently transcribed words into text. Today, while

we don't anticipate our solutions will completely replace manual documentation processes, they can certainly help solve some of the problems associated with them.

Financial Services is a great example. With an increased focus on new regulations and governance, a client-base that is turning to automated tools like robo-advisors, to just the simple increase in time and costs of administrative tasks like paperwork, [financial firms seek new solutions](#) to work better and compete in a changing marketplace.

More financial advisors, for example, are using speech recognition technology to document client interactions faster and more accurately, and with greater specificity, all in their quest to mitigate compliance risk and improve efficiency. Add in the need to deliver better service with more agile tools – ones that help refocus time back to clients, and voice and language solutions fit the bill.

Law enforcement is another example. Officers, who are required to document details of each incident, are mired in reporting deadlines. Oftentimes, this means they are filing incident reports at the station, while on patrol or after-hours. None of these scenarios are ideal for police work and can cause a host of problems: sitting at a desk means less time spent within the community; being heads-down in the patrol vehicle is a risk of an accident, or worse, ambush; and after-hours reporting eats away at personal time and increases burnout.

Here too, speech recognition can take away the distractions associated with heavy reporting and documentation requirements. Hundreds of departments now use [powerful new police reporting tools](#) to create faster and more complete incident reports, while also improving officer safety and community visibility.

While the root of all documentation problems can't be solved with speech recognition technology alone, it can go a long way to help solve the ones associated with manual processes – from improving productivity and efficiency, increasing community visibility and customer service, to reducing paperwork and burnout.

Tags: [Dragon speech recognition](#)

More Information



Solve documentation problems

Help your organization improve manual, disconnected documentation processes for improved productivity, efficiency, costs and employee satisfaction.

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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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