

Home & business productivity

Must-have features for a speech recognition solution

[Nuance Communications](#)

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It's really important to spend some time evaluating how well a speech recognition solution fits your business requirements before making the decision to go ahead. That means asking some detailed questions of the vendors whose products interest you. Inevitably, because cloud deployment is now the norm, many of these questions will relate to deployment issues like scalability, security and flexibility. So here we take a look at how Dragon Professional Anywhere squares up on these criteria, and a few more besides.

There are two important steps in making the move to speech recognition for your business. The first is making the decision to move to the technology that will improve efficiency in document production. The second is deciding which solution is the right fit for you.

Undoubtedly right now a cloud deployment is the way to go, and that's why Dragon Professional Anywhere is cloud based.

Still, understanding why cloud is best, and ensuring that your chosen software is best of breed involves asking some key questions. So, let's take a look at some of these questions, and how Dragon Professional Anywhere meets them.

Key Questions	Dragon Professional Anywhere (DPA)
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How flexible is the cloud deployment?	DPA is extremely flexible. It supports a huge range of virtualised environments including Citrix XenApp, Citrix XenDesktop, VMware Horizon View, RDSH Server and Microsoft Remote Desktop Services. Both workstations and thin clients are supported.
How easy is it to configure and install?	DPA is provided as Software as a Service (SaaS). The configuration is done in the cloud, and our technicians handle that to the client's specification. Patches to ensure the latest features are always available, and security updates, are administered centrally so there's nothing to do on end user computers.
How scalable is the solution?	It is easy to add seats as an organisation grows, or, indeed, to reduce the number of seats if that's required. Changing the number of seats is fast and easy. Software performance levels don't fluctuate depending on the number of seats - a client's 100 th seat performs as efficiently as the first.
How secure is the solution?	Data security is paramount. DPA uses 256-bit encryption by default, both when data is in transit and when it is at rest.
Does the solution confirm to data privacy requirements?	Nuance is a strict adherent to data privacy and protection regulations both general and sector specific. The European GDPR is fully complied with, for example.
How easy is it to manage the solution?	Clients have access to the Nuance Management Centre, through which they can track use, redistribute licenses based on usage, and manage or share customisations.
How customisable is the solution?	DPA is designed to help organisations be as efficient as possible. So clients can add custom words, commands, auto-texts and more. These can be shared among the team of users through the Nuance Management Centre.

To follow up on any of these questions, or ask different ones, [just get in touch](#).

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