

**“Transform your
organisation using
your voice”**

BigHand Speech Recognition





Does your organisation:

1. Have busy people who rely on digital dictation to get their work done?
2. Want to increase productivity?
3. Want to increase profitability?
4. Want to speed up document production?
5. Want to remain competitive in this fast moving economy?

Our Speech Recognition technology automatically converts voice into text, so you can create whole documents with just your voice. It builds a highly accurate speech profile for each person, and short dictations are typically returned as text within minutes. BigHand Speech Recognition enables you to achieve big things.

The Facts



The average person speaks about 200 words per minute and dictates between 150 – 180 words per minute. The rate at which people can transcribe these dictations is considerably lower – on average, people are only able to type 45 words per minute, with competent transcriptionists reaching around 65 words per minute.

BigHand Speech Recognition lifts the burden of manually transcribing dictations and means you can get much more done. Today's Speech Recognition software and devices are highly functional, user friendly and achieve accuracy of 95% or more.

The History



When Speech Recognition was first introduced into businesses over a decade ago, users found they ran into numerous problems. The software took too long to learn your voice, it struggled with accents, it was an IT support nightmare and it required an incredibly powerful PC to operate – which meant it couldn't be made available to many users. In addition, transcriptions weren't very accurate and many people who trialled it were left frustrated and lost faith the technology's ability to improve their work life.

The Technology

Over the last decade, technological advances have meant Speech Recognition has progressed to become a highly effective tool. The software has been carefully adapted so that:

- Speech engines are incredibly accurate
- Training can take as little as 10 minutes
- You can use your existing sound files to improve your speech profile's accuracy
- All amendments and voice file training can be delegated to support teams
- Speech engines are able to transcribe a wide range of languages with equal accuracy
- It can be used to automatically create file and attendance notes using BigHand SmartNote



The Purpose

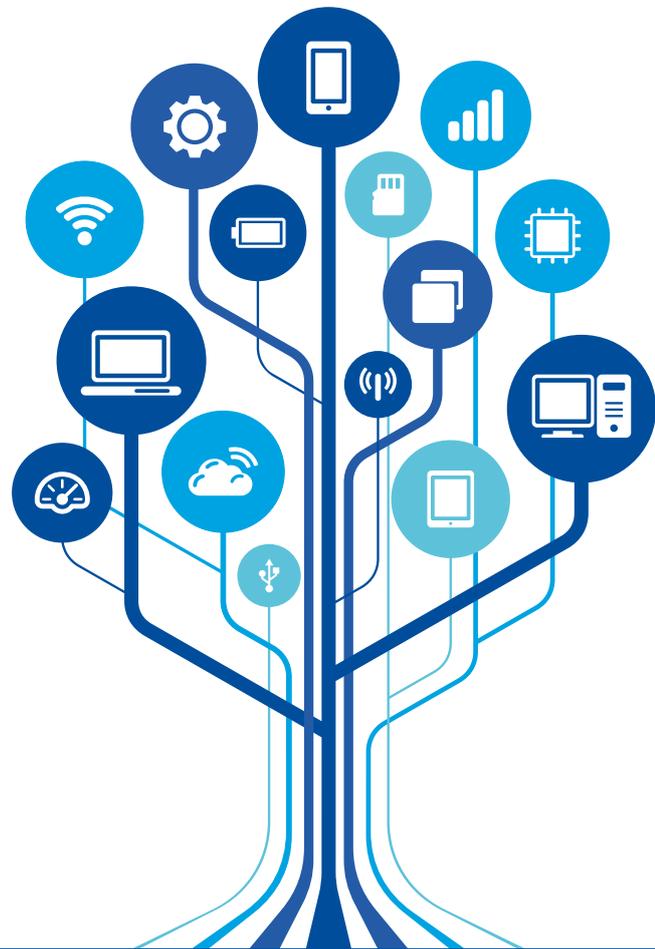
The purpose of Speech Recognition technology has always been to enable people to work more efficiently. With BigHand Speech Recognition, busy people can use their voice to increase the amount of work they can process, and can dedicate their time to higher-value tasks as a result.

Transcribing a 300 word recording would take a transcriptionist around 5 minutes whereas it would only take our Speech Recognition platform a matter of seconds. Over the course of a week, people using BigHand Speech Recognition can save themselves hours of administration work. Over a year, this amounts to time and cost savings totalling hundreds of thousands of pounds.

BigHand Speech Recognition can be used to:

- Write emails, letters and general correspondence
- Create file and attendance notes
- Generate meeting minutes and actions
- Produce statements and reports
- Allocate tasks
- Create reminders and lists

Ultimately, BigHand Speech Recognition can be used to do any work that you would have traditionally had to type up by hand.



The Big Benefits of BigHand Speech Recognition

Organisations choose BigHand Speech Recognition module to increase productivity and to reduce the amount of administrative work they need to process manually.

- **Easy to use** because the technology automatically transcribes from recordings in real time.
- **Seamlessly integrated** with your current systems, so it's quick and convenient to set up and use.
- **Improved Accuracy** using its proofreading technology.
- **Instant translation** so you don't have to wait while you're on the move.
- **Flexible preferences** mean you can choose the functions you need.
- **Adaptable** to your voice and diction.

The Overview

Server side:

Transcription is processed in the server and with text returned to either the author or support staff.

The Facts

- Completely secure
- Centrally installed on a single (or multiple) Speech Recognition server
- Easily deployed firm-wide to all users
- Can be used in organisations of all sizes with 2 or 2000+ users
- Available on mobile and tablet devices
- Text can be returned to the original author or any other team member
- Support staff can build user profiles on behalf of their seniors
- Can be integrated with your document management system
- Supported in Citrix environments

The Considerations

- Requires a single (or multiple) server depending on demand

Client side:

Transcription is carried out immediately with the words appearing on your screen in real-time as you dictate.

The Facts

- Words appear on your screen instantly
- Suitable as a replacement for self-typing
- BigHand workflow means you can produce the content to be later formatted by support staff

The Considerations

- Requires a local installation on each users' machine
- Not supported over Citrix
- Cannot be used from a mobile or tablet
- Cannot be managed centrally
- Isn't suitable for large-scale deployment



Available In

- UK English
- US English
- Australian English
- Indian English
- SE Asian English
- Deutsch - German
- Español (América Latina)
- Español (España)
- Français
- Italiano
- Nederlands



BigHand SmartNote

BigHand SmartNote is another way you can save time and money. It uses BigHand Speech Recognition and our advanced workflow engine to create and store your attendance and telephone notes and files.

The process is simple: an author dictates on their desktop, mobile or tablet and routes the dictation to BigHand SmartNote. BigHand SmartNote transcribes the text, creates a Word document then exports the file. It's that easy.



Dictate



Speech Recognition



Create Document



Export File(s)



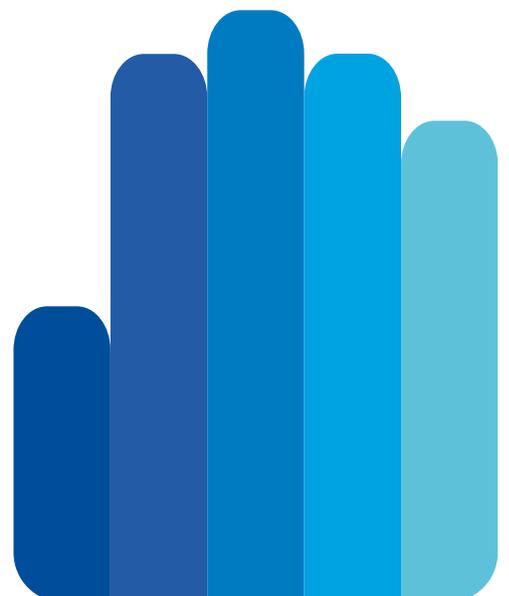
Email Notification

The BigHand Way

At the beginning of any project, we run bespoke engagement sessions to make sure we understand the way you work and that the software we offer works with your processes.

Our Client Services team have years of experience delivering Speech Recognition for organisations of all sizes. We know that no two projects are the same - that's why we build our knowledge and experience to build products that suit our clients' needs.

Our Project Management team work closely with clients for the duration of any project. We customise the software and training so that the solution makes a big difference to your organisation.



The Feedback

“BigHand’s Speech Recognition server now transcribes dictations overnight so that our support teams can spend their time actioning the points within the dictations - rather than just typing them out. Tasks are completed in a timely manner and support staff are able to focus their attention on what really matters – our clients.”

Martyn Torevell, Joint Owner and Managing Director, Dewhurst Torevell & Co

“We want our future leaders to naturally process work independently and efficiently, such as checking and completing their own documentation. Lawyers who are two years qualified today will be the firm’s leaders in five to 10 years’ time, which means the firm must constantly consider what the business will look like in 2020 and beyond.

Work gets done pretty much as quickly as it’s dictated. Fee earners just don’t have to worry about priority and queues, and process time is reduced by at least 60%, often more”.

Lee Hanley, IT Director, Charles Russell Speechlys

“It was important that we really tested the software therefore we included two authors that do not regularly dictate. We were blown away by the results, one of those authors achieved 65% accuracy after his first dictation, the software learnt from the corrections made and after dictating for a second time, accuracy was 100%.

We measured the speed of transcription both with and without Speech Recognition and the results have been staggering. We found that by simply proofreading automatically transcribed text rather than typing from scratch, secretaries were able to complete work in nearly half of the time it would have taken previously i.e. a 40% reduction in transcription times.”

Trudi Fletcher, Senior Secretary, W. Davies

“With over 50 offices in some of the world’s major economic centres, there is renewed pressure on our teams to ensure document production is timely, secure and efficient. Our ability to capture, process and communicate information quickly is fundamental to our commercial success and client service approach, so we wanted to improve the agility of our services.”

Debbie Scott, Practice Manager, Eversheds

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