

BigHand Professional offers an automated transcription service to help firms further improve document turnaround times and reduce overhead. Improve productivity by adding highly accurate Speech Recognition, whether authors are non-assisted, partially-assisted or fully-assisted by support staff.



OVERVIEW

BigHand's award-winning voice productivity software has now been incorporated into our hosted product, BigHand Professional.

The software uses the latest Dragon Naturally Speaking technology to achieve the best accuracy and transcription speeds available.

As with the core BigHand Professional product, all data is stored and transmitted securely with 256-bit AES encryption, and can be accessed at any time. Setup and maintenance of all servers are carried out by BigHand, transferring the responsibility and associated cost from you to us.

HOW IT WORKS

An author dictates using a smartphone and can send to an additional workflow called 'Speech Recognition'. The dictation is then sent to the Speech Recognition server where it is queued for transcription and, once completed, the text is returned via the BigHand recorder/player window to the author and any assigned assistants.

BigHand's Professional Speech Recognition integration is designed to allow attorneys to capture and transcribe dictations via the voice-to-text functionality. Then either they, or their assistant, can proofread or edit the transcription, saving time that normally would have gone to transcribing the document. This allows attorneys and their assistants to focus on more valuable, billable tasks.

DOCUMENT PRODUCTION

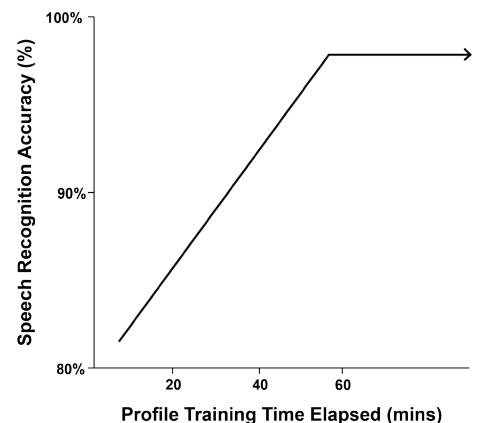
BigHand's Speech Recognition module integrates with Microsoft® Office to let users create documents directly from the recorder with a single click. Alternatively, users can create an email that contains the transcribed text or simply copy the text to the clipboard, ready to paste into other applications such as Document Management Systems.

ACCURACY

The software is intelligent and starts refining its understanding of each author's voice and vocabulary from the very first recording.

Each author starts with a default profile which is matched as closely as possible to their language and vocabulary. Speech Recognition uses the profile to interpret their recordings.

If there is a mistake in the transcription, users can correct the text and submit it back to the server for learning. Corrections can be made by the author, or by an assistant on the author's behalf. The server compares the correction to the original and refines that author's profile. With each correction, the profile matches the author's voice and vocabulary more closely, and the transcription becomes more accurate. This process is called profile training.



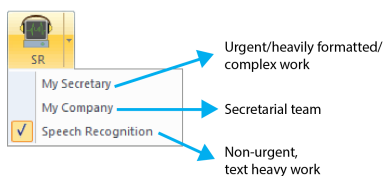
Train your profile to increase your Speech Recognition Accuracy

TURNAROUND TIMES

Think of BigHand Professional Speech Recognition as an automated transcription agency that will pick up your dictation once it has advanced through the queuing process.

Queuing times will vary depending on demand on the server but, once picked up, dictations will be processed quickly — a 10 minute dictation typically takes about 10 minutes to be transcribed.

Once returned, any user with a view of the dictation will be able to open the dictation, view the returned text and go through the correction process.



Send dictations to Speech Recognition workflow from desktop

UK English
US English
Australian English
Indian English
Southeast Asian English
German
Spanish
French
Italian
Dutch

Match your speaker profile to a supported language

PROFILE TRAINING TIPS

- Focus on the task at hand and try to speak clearly and in a natural way. With Speech Recognition, context is essential. Give the machine sufficient voice file length and it will learn which phrases and which words go together. This means that over time, the engine will have a better opportunity to get the correct outcome.
- Do not hold the microphone too close to your mouth but do check that recording levels on your device are not too loud or too quiet.
- Do not be afraid to stop and start the recording, or to record over errors. The Overwrite and Insert functions also work with Speech Recognition.
- If the machine is returning unexpected transcription – ‘Build’ instead of ‘Billed’, for example – simply correct the text to the proper wording and the machine will learn to avoid this error once the corrections have been sent to the server and the dictation is marked complete.

PRICING

BigHand Professional and Speech Recognition services are charged by annual subscription.

Annual license fee per assistant (for proofreading/editing of Speech Recognition): \$240

MULTI-LINGUAL SPEECH RECOGNITION

If your organization has users who wish to dictate in multiple languages (e.g. French and English), then BigHand can configure language-specific Speech Recognition workflows. A workflow can be designed with a step which is linked to a custom speaker profile that is using an alternative language model to the default profile. This means that a user can dictate, and have the Speech Recognition server transcribe, in any number of supported languages, just by recording a dictation, selecting a Speech Recognition workflow, and sending.

TRACKING PROGRESS

BigHand shows live updates of dictations submitted to Speech Recognition, making it easy to track work. The transcription server locks the audio file while recognition is in progress and this is shown to the users in the form of an hourglass icon. Once complete, the author or assistant is notified by a question mark icon which tells them the text is ready to be proofread.

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Once the dictation has been picked up by the transcription server, an hourglass icon displays against the dictation to indicate it is being transcribed by the server

The screenshot shows the BigHand Professional Client interface. A table lists dictations with columns for Title, Length, Workflow Name, and Locked By. The 'Work In Progress' folder is selected, showing a list of dictations. Callout boxes explain the status icons:

- 1** This icon displays against the dictation to indicate that the dictation has been sent for Speech Recognition and is waiting until the transcription server picks it up
- 2** Once the dictation has been picked up by the transcription server, an hourglass icon displays against the dictation to indicate it is being transcribed by the server
- 3** A question mark icon displays against the dictation to indicate that the dictation has been transcribed and the text is ready to be proofread

Tracking your dictations' progress in the BigHand Professional Client