



## Exploring challenges, priorities, and tech strategies in the legal industry

We recently surveyed 100 legal professionals in various roles to ask them about their strategies for the next year. We're particularly interested in investigating the documentation burden they're facing, how they plan to approach it over the coming months.

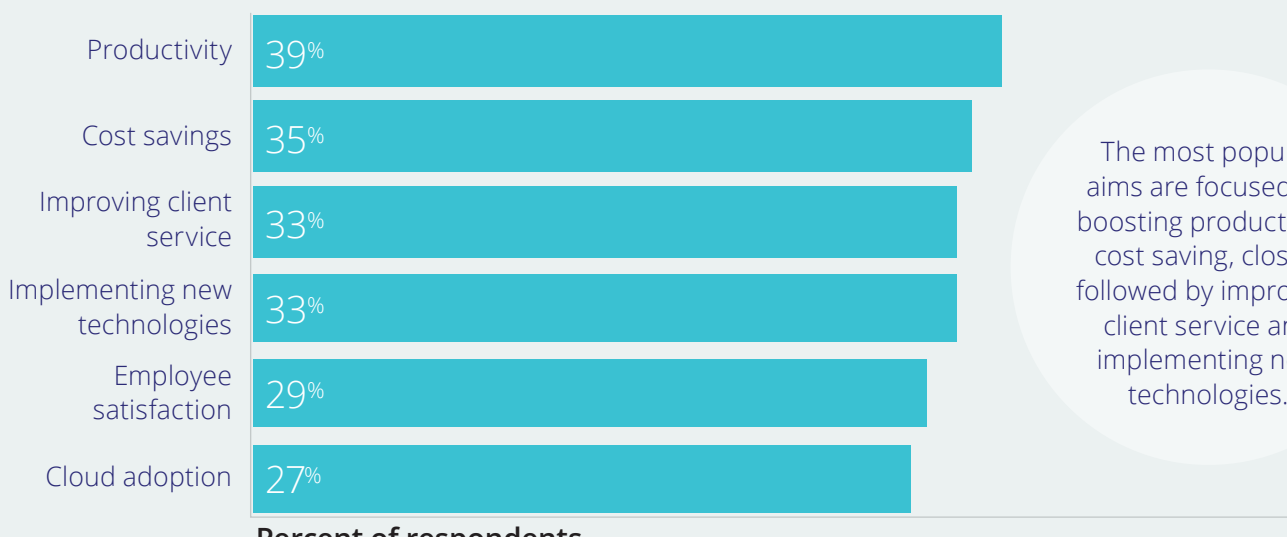


## These are our top 5 findings



### 1 Productivity, service, and tech top the agenda

According to our respondents, their organisations' top priorities in the next year include:



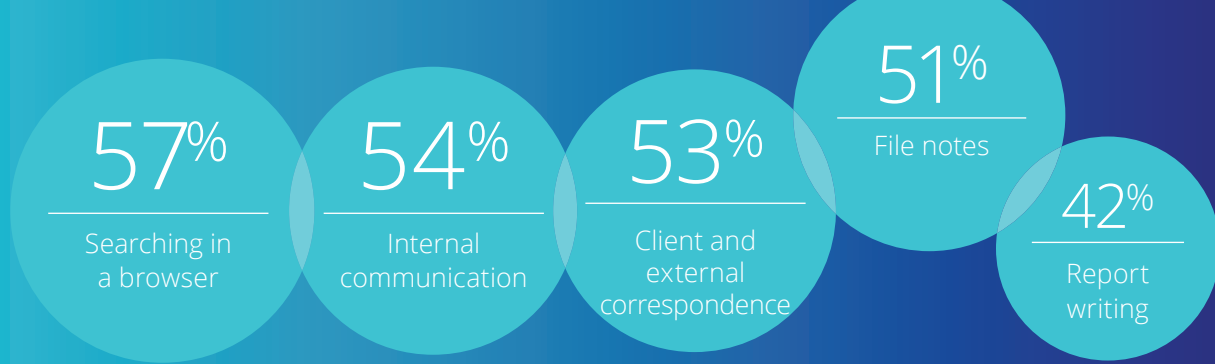
The most popular aims are focused on boosting productivity, cost saving, closely followed by improving client service and implementing new technologies.



### 2 Law professionals spend a large part of their day typing

Legal professionals spend a staggering number of hours at a physical or digital keyboard every day. 80% of legal professionals spend at least four hours a day typing for work, with 73% spending at least another hour typing for personal reasons once they've shut down their work computer.

Legal professionals' top five typing tasks are:



6 hours

The average time a legal professional spends typing every day.

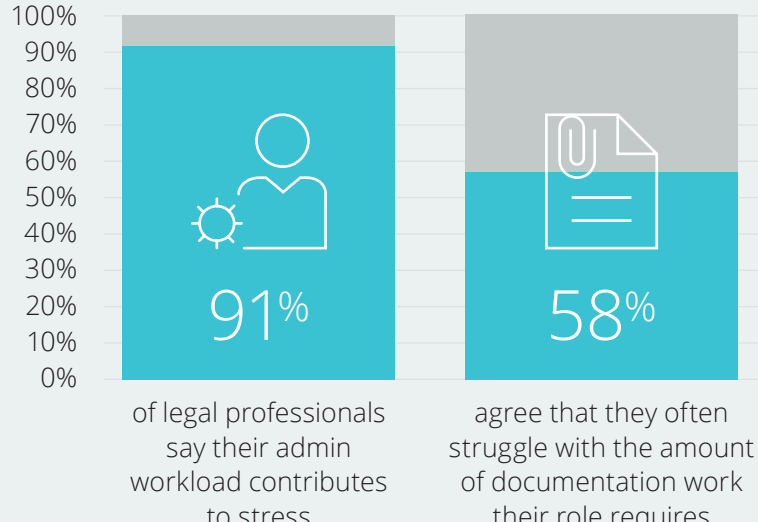


### 3 Legal professionals' have experienced work-related stress—and admin workloads are a major contributor

Our respondents are no strangers to workplace stress or the ongoing impact of that stress. 94% of legal professionals say they've experienced work-related stress.



Legal professionals' main causes of stress:



### 4 The value of new technologies is clear

Implementing new technologies is a top-three priority for our respondents. The role of speech technologies was a particular interest for our survey.

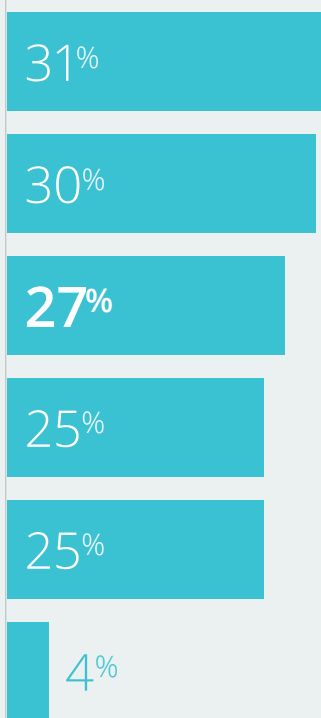
We asked how legal professionals viewed speech recognition:



### 5 Speech recognition is common, but firms are still spending their budget on typists and transcription services

Only 9% of respondents never use typists or transcription services and we found that over half of our survey respondents already use speech recognition.

- I use a dictation service where I record my voice and someone later transcribes what I say and sends back the text.
- I use personal assistants such as Siri, Cortana, and Alexa for speech recognition.
- I use speech recognition software where what I say appears on the screen immediately.
- I use a dictation service with speech recognition where I record my voice and speech recognition converts it into text and sends it back.
- I use personal assistants such as Siri, Cortana and Alexa in my personal life.
- I do not use speech recognition in my work, but I have used it professionally in the past.



#### Issues experienced with speech recognition

Devices' built-in speech-to-text or freeware tools often lack the professional grade back-end required for seamless speech recognition.

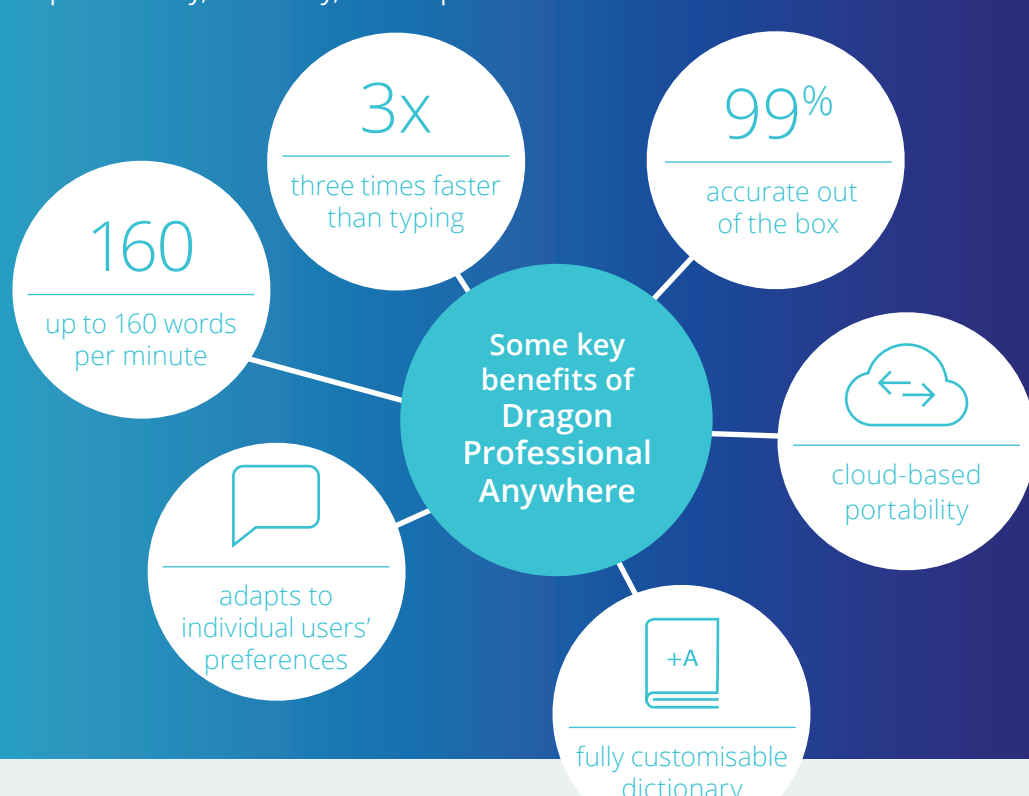
Nearly two thirds of our respondents said that the speech recognition tools they've used struggle to recognise specialist legal terminology with 36% believing it isn't accurate enough for their purposes.



### Dragon Professional Anywhere speech recognition

If more legal professionals switch to speech recognition tools for their admin and documentation work, they could dramatically improve productivity, efficiency, and help their firms reduce costs.

Speech recognition could be the right solution to help your people work more efficiently—and Dragon Professional Anywhere could be the perfect tool.



#### LEARN MORE

Talk to us today about Dragon

[nuance.com/en-au/dragon/business-solutions/dragon-professional-anywhere](https://nuance.com/en-au/dragon/business-solutions/dragon-professional-anywhere)



About Nuance Communications, Inc.

Nuance Communications (Nuance) is a technology pioneer with market leadership in conversational AI and ambient intelligence. A full-service partner trusted by 77 percent of U.S. hospitals and 85 percent of the Fortune 100 across the globe, we create intuitive solutions that amplify people's ability to help others.

© 2021 Nuance Communications Ireland, Ltd. All rights reserved.  
DG\_5060\_01\_IG, November 30, 2021\_EN\_AUSTRALIA