

## Dragon helps legal firms meet the challenge of Brexit

As the UK takes its first steps as a nation outside the European Union, workloads will rise for law firms and corporate law departments. In this document-intensive sector, Dragon speech-to-text software can provide a considerable competitive advantage by speeding up document production, enhancing accuracy and supporting remote working through cloud deployment.

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## Brexit brings key challenges for the legal sector

Law firms and corporate law departments are entering a time of considerably increased workloads as the UK establishes itself as a nation outside of the European Union. Business large and small will face a myriad of new and changed regulations, and they will need advice and support on managing the day-to-day as well as on planning for their futures. Those legal professionals who work with individual clients will also experience increased workloads, indeed there will likely be nowhere within the profession that is untouched by Brexit.

The nature of the Brexit changes may mean a sudden, significant increase in workload as client businesses realise the magnitude of changes they have to make, followed by a prolonged period of perhaps slightly decreased but still higher than usual workload demands, as client businesses get to grips with the changes. How long this period will last is unclear, but those who can't meet the demand may suffer lost business.

The opportunities, though, are significant. For law firms the opportunities to bring a significant number of new clients on board could mean a period of rapid business growth. Meanwhile corporate law departments have the opportunity to build and consolidate their reputations within the wider enterprise.

Law firms and corporate law departments may see the changes that Brexit brings impact their workloads in several different ways:

### **Increased client business**

Business growth is something many firms seek. But the preference is for managed growth. Brexit will bring new business opportunities whether firms are ready for them or not, and the spike in demand may be significant. The firms that take best advantage of the influx of new business will do so by being well equipped to flex their existing capabilities.

### **The effects of Brexit on the business**

Legal firms and corporate law departments will have to take steps to make sure their own firms are both compliant with new legal requirements that come as a result of Brexit, and in a position to take best advantage of any new business opportunities that arise. Some will find this more challenging than others. Those firms that do a lot of cross-border work may see the greatest change, perhaps losing business, and needing to consider ways of finding other business areas to compensate. The pressures on internal business management will need to be managed at the same time as client demands, requiring a disciplined approach that can benefit from streamlined use of technology.

### **Business growth and recruiting top talent**

As legal firms and corporate law departments find themselves with increased workload, they may want to recruit additional staff to help share the burden. The race will be on to attract the best talent. Employers will be in a competitive environment, and those which offer the most attractive working environments are most likely to attract top talent. Factors that attract people include use of modern technologies.

### **Efficiency when working from home is the norm**

As the Covid-19 pandemic continues to make working from home the norm for legal firms and corporate legal teams, technology solutions to support collaborative working and to allow professionals to be more self-sufficient are vital. The legal profession has long relied on support services for document creation and transcription. Dragon allows professionals to easily and quickly create their own documents, removing reliance on transcription and other support services. In doing so it can play a vital role in supporting home working.

### **The importance of being agile and responsive**

Legal firms and corporate law departments have always had to blend managing everyday work with a need to be agile, flexible, fast-moving and responsive to client needs while maintaining high quality collaboration within internal teams. With Brexit bringing new areas of work and increasing demand for time critical outcomes, firms need to be even more attuned to the requirements of existing and new clients.



## **Corporate legal teams**

Corporate legal teams will face additional challenges. They may come under increasing pressure from different parts of the business, and will need to be even better at juggling internal priorities than is the norm. They will need to be efficient and effective, and while some uplift in finance may be available, they will need to show they deserve this through top quality productivity.

## Dragon speech to text helps legal firms meet their Brexit workload

Legal firms and in-house teams will need to lever technology to help them meet the challenges they face around Brexit, and maximise efficiencies. A key technology for firms which are heavily focused on document production is speech to text. Dragon is a world class, cloud based speech to text solution which gives legal firms numerous advantages when it comes to creating documents and collaborative working.

### Faster, easier document production

Nuance carried out some research during June 2020 among legal firms, to learn more about their use of speech to text technology.<sup>1</sup> We found that many legal professionals understand the advantages it brings. Our survey found that 63% of legal professionals not already using speech recognition said they would like to do so, and 82% said their firms were considering providing speech recognition.

Respondents told us they spent an average of three hours a day typing. Using Dragon speech to text can be up to three times faster than typing, and for those who are not trained typists the speed advantages may be even greater. Someone who spends three hours a day typing might get the same work done in one hour with Dragon. For any legal professional looking to improve their document turnaround time, this could represent a very substantial saving.

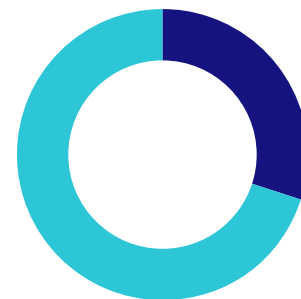
### The impact of working from home

Many firms have adopted a working from home strategy due to Covid-19 measures introduced across the UK which have discouraged travelling to work. We found that 80% of legal professionals went into the office every day before Covid-19, but we know that working from home has now become the norm. Regardless of what the future holds with regard to Covid-19 we can anticipate normalisation of working from home, sitting alongside the need to streamline productivity as Brexit related rises in workload come on stream.

It is heartening that our research found very positive attitudes towards the benefits technology can bring.

70% of IT decision makers said productivity tools are a great investment with regard to staying competitive in the future. When we asked them what was most important in terms of making IT decisions, the three most important factors identified were:

- Thin client support in virtual environments (such as Citrix, Windows Terminal Server and VMWare)
- Security in the form of encrypted workflow solutions
- Fast and accurate performance



70% of IT decision makers said productivity tools are a great investment

<sup>1</sup> Speech Recognition: a new way of working for legal professionals



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Dragon speech to text software has a great deal to offer in this context. Our research found that 80% of legal practitioners who were already using speech to text technologies felt properly equipped to work from home before Covid-19, as opposed to just 53% of those not using it. A key reason for this is the self-sufficiency that speech to text software brings.

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“When you have a very long document or letter of advice to prepare for a client and you have manuscript notes which contain your key thoughts, it is so much easier to concentrate and dictate the first substantive draft, then read this on screen and amend as necessary.”<sup>2</sup>

— Jonathan Silverman, Founder, Silverman Associates LLP

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### Benefits of cloud deployment

Dragon Professional Anywhere is deployed in the cloud (while Dragon Professional Group is hosted on premise). This means smaller firms without a specialist IT team can take advantage of high level features such as:

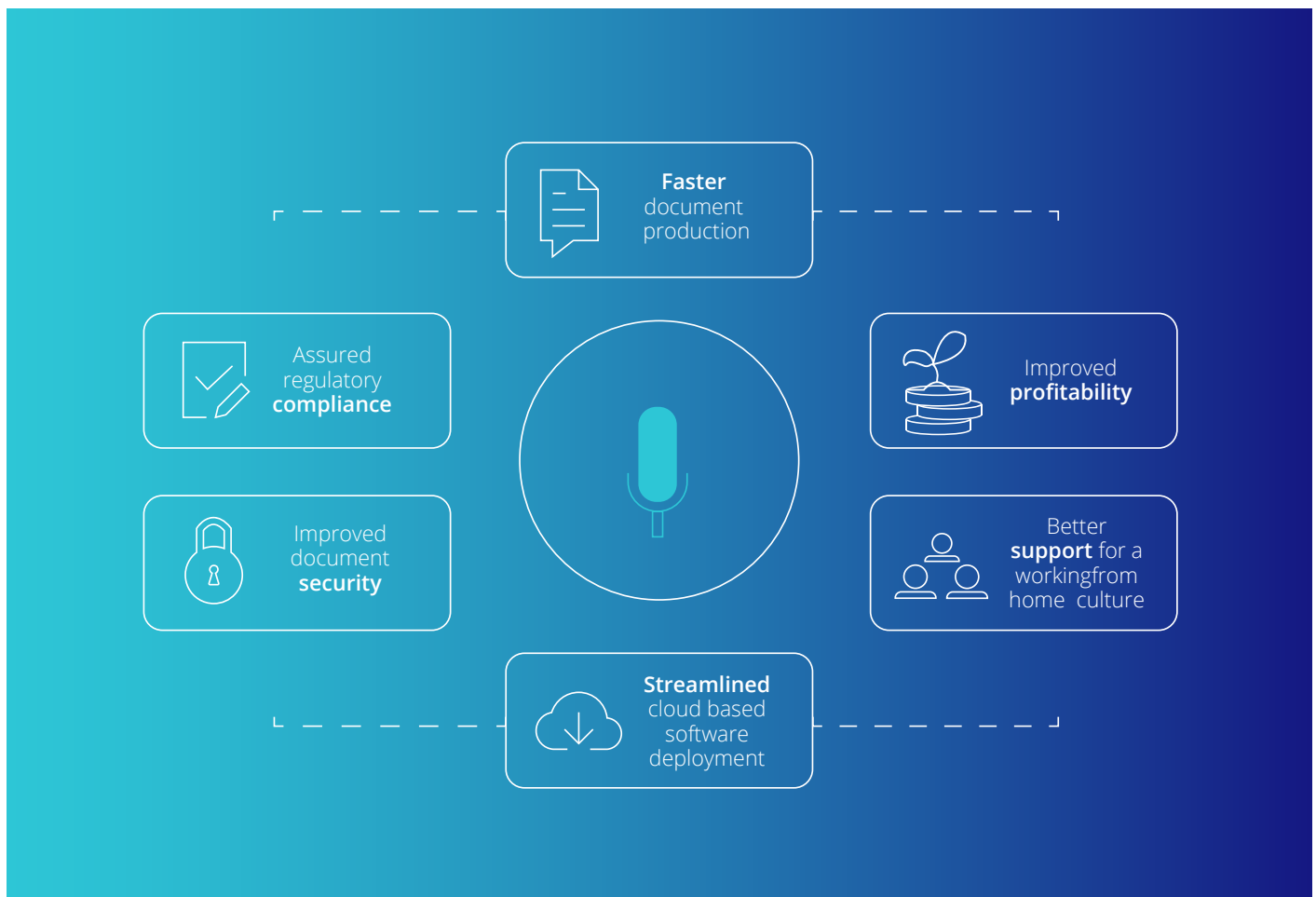
- end to end 256-bit data encryption - ensuring client confidentiality
- easy scaling - add and remove seats as required
- regulatory compliance
- always up to date - updates are applied centrally
- easy maintenance and technical support

Access to these features mean IT teams do not have to worry about deployment, patches, data security or technical support. They are free to focus on other aspects of supporting legal practitioners in their day to day work.

<sup>2</sup> Providing legal professionals with over a decade of productivity.

## Brexit – an opportunity for digital transformation

Forward-looking legal firms and corporate legal teams see the upcoming rise in workload that Brexit will generate as an opportunity to grow their practices, take on new clients and increase profitability. To help meet this ambition they are engaged in digital transformation, deploying technologies such as Dragon speech to text. Dragon provides such firms with several key advantages.





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**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 90 percent of U.S. hospitals and 85 percent of the Fortune 100 companies worldwide, Nuance creates intuitive solutions that amplify people's ability to help others.

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