

## Irwin Mitchell Embraces Dragon NaturallySpeaking® Speech Recognition Technology Law Office-wide

*Irwin Mitchell, the fast-expanding law firm with over 600 fee earners and 74 partners, is rolling out speech recognition software in its major offices in London, Leeds, Birmingham, and Sheffield. Irwin Mitchell has partnered with The Speech Recognition Company (SRC) of London to implement a successful project resulting in measurable benefits using the award-winning Dragon NaturallySpeaking® speech recognition software.*

Commercial Property Lawyer and Partner, Martyn Holland, based at the Irwin Mitchell Sheffield practice is enthusiastic about using the Dragon NaturallySpeaking® speech recognition technology. “It’s fabulous!” he says, adding, “maybe that’s a bit over-the-top, but it is at last sufficiently accurate and fast to allow serious use in a legal environment—possibly for the first time. I constantly get around 97% accuracy from it, and use it regularly for letters, faxes, e-mails etc., particularly after hours when secretarial support is gone. I recently did an article for IMpact, which I just dictated straight in.”

### COMMITMENT TO TECHNOLOGY, COMMITMENT TO CLIENTS

Irwin Mitchell, which recently won The Lawyer Annual Award for Client Care, believes that

Dragon NaturallySpeaking® speech recognition software is helping to achieve their strategy of putting the client first. Over 115 lawyers are already using speech recognition technology, consisting of a bespoke software vocabulary coupled with the Dragon NaturallySpeaking® engine, and will be extended to 300 more attorney’s by the end of 2001.

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—Martyn Holland,  
Commercial Property Lawyer  
& Partner

According to IT Director, Richard Hodgkinson, immediate benefits include the ability for attorney’s to get documents to clients quicker than before because attorney’s can create and complete documents themselves, without waiting for someone to type the document for them.”

Irwin Mitchell has invested over \$150,000 in the project to date. Richard Hodgkinson added that, the speech recognition solution “will provide the quickest payback of any technology investment we have ever made, once we are up to speed.”



**Challenge:** To build and implement a complete speech recognition solution for top law firm.

**Strategy:** Adopt Dragon NaturallySpeaking® speech recognition software in conjunction with SRC’s bespoke vocabulary.

**Results:** Provide speech recognition to more than 600 lawyers in offices throughout the U.K.

The firm is investing heavily in technology to win new clients by delivering a fast, efficient, cost-effective service. For example, in addition to speech technology, the firm also uses case management systems, encompassing document management, with Axxia Systems Case Manager and Legis. "We believe that our commitment to technology and top quality advice underpins our ability to win new clients. Our investment in speech recognition is an important part of this winning formula."

## THE SRC AND DRAGON NATURALLYSPEAKING® ADVANTAGE

During 1999, the firm ran a speech recognition project with 20 lawyers. The program was successful, but never quite reached the critical mass necessary to become mainstream.

In early 2000, Ian Kirton, the Irwin Mitchell SRC Account Manager, suggested some improvements to the project. These recommendations included the adoption of the Dragon NaturallySpeaking® software and the creation of a bespoke vocabulary.

Richard Hodkinson agreed that any possible steps to increase system accuracy and ease-of-use should be taken. SRC then built a solution for Irwin Mitchell based around the Dragon NaturallySpeaking® speech recognition system 'engine.'

## KNOCKING ON THE DOOR FOR SPEECH RECOGNITION

The project has been described as "en route to being a complete success" by Mr. Hodkinson, who added that, "lawyers not currently involved in the program have been knocking on my door asking for their teams to be given the Dragon NaturallySpeaking® speech recognition software."



Richard Hodkinson,  
Irwin Mitchell IT Director

*"The Dragon NaturallySpeaking® speech solution delivered by SRC will provide the quickest payback of any technology investment we have ever made."*

Colin Howman, Managing Director of SRC Enterprise, believes that speech recognition technology is now appropriate for all the top 50 law firms. "But perhaps the last word on the success of the SRC/ Dragon NaturallySpeaking® implementation should go to Irwin Mitchell's Martyn Holland. "Brilliant," he concludes.

### SUCCESS FACTORS

- SRC identified and built a complete solution, managing the integration in conjunction with Irwin Mitchell
- The bespoke Irwin Mitchell vocabulary, built by SRC, provides each fee earner with high accuracy from day one
- Adoption of the Dragon NaturallySpeaking® system made speech recognition viable

### BUSINESS ENVIRONMENT

- Over 115 fee earners using speech technology
- 300 users planned by the end of 2001
- Irwin Mitchell's client first policy recently won them The Lawyer Annual Award for Client Care

For more information or to order, contact IMAGE Management, your ScanSoft NaturallySpeaking provider.

Call 888-462-4346 OR  
Visit our web site at [www.image-management.com](http://www.image-management.com)