

A man with short brown hair and a beard, wearing a blue denim shirt over a grey t-shirt, is sitting at a desk in a modern office. He is looking down at a smartphone in his right hand. A laptop is open on the desk in front of him. The background shows a blurred office environment with glass partitions and other desks.

# Keeping up with security: New voice capabilities mean new needs for data protection

In an era where technology drives an increasing pace of progress, advanced voice solutions are enabling busy professionals to maximize their workday. Beyond simply recording audio, these solutions help simplify business process flows, allow for greater flexibility in the way team members work and minimize time and labor spent on administrative tasks that could be better devoted elsewhere.

While there is tremendous usefulness in new voice innovations and the industry continues to play a more prominent role in delivering business value, it is important to be aware of the security considerations of quickly growing technologies. Data protection has become a constant topic across all sectors in recent years. As more business is conducted digitally, evaluating the security capabilities of new technologies must be at the forefront of any planning discussions as organizations introduce new software and hardware into their IT environments. The following aspects of digital security should be thoroughly assessed to ensure proper safeguards are evolving alongside new voice technologies:

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## Security coverage in the office, at home and on the go

Professionals who regularly travel, work in the field, or are otherwise remote are taking advantage of innovative voice technologies that help streamline and accelerate workflows no matter when or where they do business. Mobile solutions (whether it be dedicated devices or smartphone-compatible software applications) are increasingly common, as is the practice of Bring Your Own Device (BYOD) and Choose Your Own Device (CYOD), which enables the use of flexible voice applications on a variety of devices and platforms. Document creation, file routing and other tasks have become easier to do from any location.

However, this business agility can come at a price – weak cryptography is one of the easiest ways cybercriminals gain entry to a company’s confidential information. As such, advanced encryption is needed for any and all hardware and software in the IT stack. For example, the Philips SpeechLive Cloud Dictation Solution features double encryption, offering multi-layered, real-time data protection coupled with the highest native security standards to give users confidence that they are protecting themselves, their company and their clients.

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### Minimizing vulnerabilities as endpoints expand

Along with flexibility in work styles, the sheer number of devices being used to conduct business is growing exponentially. New speech-to-text solutions make it easier for professionals to seamlessly transition between company-issued and personal devices, including computers, phones or tablets, and many have business applications running on several devices. Being able to record voice notes on a personal smartphone, automatically route them for transcription and return to edit the resulting document later on a business laptop is just one brief illustration of how voice technologies help team members maximize productivity.

The continuity and convenience this affords is undeniable and as organizations are allowing new devices into their ecosystem, it’s critical to monitor and have robust visibility into their security standards and capabilities. Tracking, management and governance of endpoints are critically important for any company taking advantage of flexible work practices and should be built into IT protocols.

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### Leveraging the cloud for convenience AND security

The sharing, cataloguing and retention of voice files is increasingly becoming a necessity as companies use recordings and transcripts to enhance transparency and implement more comprehensive record-keeping initiatives.

Whether it be for regulatory compliance, referencing and research, or to improve customer service, robust voice technologies make it convenient to process and store large volumes of audio data for future use.

In support of this trend, secure cloud solutions help IT teams manage, track and safely store files with less maintenance than physical servers, enable more agile patching and update management, and ensure less vulnerability to physical damage. These are all significant benefits to using cloud-enabled solutions, as they help team members conduct business more quickly with the knowledge that sensitive data remains protected.

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### The human element: Consistency in policy and training

Intuitive, user-friendly voice solutions with comprehensive capabilities make it easy for users to adapt these new technologies and improve their efficiency/productivity in ways they’ve never been able to achieve before. Implementations at Atlanta-based law firm [Hall Booth Smith](#) and insurance provider [Crawford & Company](#) in Canada are but two examples of the many companies whose teams have undergone accelerated onboarding and adoption of advanced voice technologies, easily and painlessly improving business processes without disruption.

Many of these solutions, such as the suite of hardware and software offered by Speech Processing Solutions, are designed with built-in security features – but that is not a substitute for policy and education. When new technologies are introduced, it’s important to maintain a strong security posture: applying the same security principles, conducting frequent and regular training and audits, and applying standardized passwords and PIN lengths and complexity requirements are some of the vital components that must be included.

These security considerations are all critical to successfully optimizing powerful new voice tools – and so is having the right technology partner. As the world leader in speech-to-text solutions, Speech Processing Solutions works with organizations around the globe to select and customize software and hardware implementations that best help them overcome business challenges, become more operationally optimized and stay competitive. To learn more about how we can help you, visit our [website](#) or get in touch with a member of our [team](#).