

A man in a dark pinstriped suit, light blue shirt, and teal tie is looking down at a smartphone he is holding in his right hand. He is smiling slightly. The background is a blurred modern office building with glass windows and structural elements. The overall color palette is dominated by blues and greys.

**PHILIPS**

Dictation

Tip sheet

The new  
work landscape

Is your firm  
equipped to  
evolve?

While it's no surprise that remote and hybrid (office- and remote-based) work environments have steadily increased in recent years, no one could have predicted the sudden yet long-term impact of the global COVID-19 pandemic on this trend. In a [survey](#) by global research firm Gartner, 82% of company leaders plan to continue at least part-time remote policies even after reopening offices. A similar [CEO survey](#) from professional services network PwC revealed 78% of respondents believe remote teamwork has become a permanent part of the business landscape.

Because these types of non-traditional arrangements have been catapulted into the forefront of normal work routines, so too have critical questions about how to best drive process efficiency, foster collaboration and maintain client service levels. In today's technology driven environment, valuable tools including voice technology and speech recognition can help law firms maintain success and client acumen to work more efficiently while still delivering superior service. Here are a few impactful ways firms can harness the power of innovative voice solutions:

### About us

Speech Processing Solutions, the global leader in voice and speech-to-text solutions, empowers legal professionals around the world in addressing their biggest business challenges.

Visit our [website](#) or get in touch with a member of [our team](#) today for more on how you can enhance your firm's agility in a changing landscape.

# 1

## Simplify and streamline workflow management

Because of the collaborative nature of legal work, even seemingly simple tasks involve multiple contributors. Consider, for example, how many people may be involved in recording notes from a client meeting: from routing dictations, to identifying transcription resources, to sharing the information, and finally cataloging the file. Manually executing this end-to-end depends on every team member being perfectly coordinated with each other's schedules and preferred communication methods – an unrealistic expectation. New voice tools are compatible with existing systems and applications, streamlining workflows so spoken notes are automatically sent to transcription (also available on-demand), routed to the appropriate party and securely saved to the cloud. The time and cost savings allows firms to realize a new more efficient normal, as Cleveland-based [Reminger Co. LPA](#) did, by adopting a turnkey voice solution.

# 2

## Leverage the cloud for superior flexibility

The [2020 IDG Cloud Computing Study](#) indicates 92% of an organization's IT environment is already at least partially cloud based, and cloud budgets are rising – expected to comprise 32% of total IT budgets in 2021. Cost efficiency is one major driver, as maintaining physical servers demands significant CAPEX and OPEX investments. But making data more readily accessible through enhanced flexibility and mobility is a major benefit of the cloud that is particularly germane for legal professionals, and why voice solutions that leverage cloud capabilities equip teams to perform better. Instantly expanding capacity or bandwidth (instead of waiting for expensive server upgrades), accessing company data from any device, and intuitive information-sharing among team members are but a few ways cloud-enabled voice tools make it easier for firms to meet evolving business demands.

# 3

## Increase outputs – with less effort

Copious document creation is perhaps the most common task legal professionals share, whether in the public or private sector and no matter the practice area – and it is increasingly coordinated across teams that are not co-located. Feature-rich voice technology software, with capabilities such as automated notifications for transcriptionists and routing rules for recordings, helps bridge geographies and enables firms to increase both the speed and volume of document output. Atlanta-based [Hall Booth Smith](#), for example, implemented an intuitive, web-based voice solution that helped improve the firm's in-house transcription team improve the quantity, quality and speed of their work, producing accurate, finished documentation more efficiently than ever.

# 4

## Utilize tech that keeps pace with your work style

Inspiration doesn't always strike in the office or in front of a laptop, nor does the need to capture impactful ideas or strategies. Having a robust voice application on a smartphone that provides the full capabilities of desktop applications means attorneys can record notes for themselves or others (especially convenient when en route between meetings or on the go) no matter where they are working. And because spoken language is [seven times faster](#) than typing, this translates to substantial time and cost savings. Recording voice notes in real time means attorneys can also take action in real time when they use voice applications connected to systems, colleagues, and support staff for further processing.

