

## DictaNet Software and IBM: creating a new generation of dictation systems



### Overview

#### ■ **The Challenge**

*To create a legal dictation system that was easy to use, accurate and cost efficient*

#### ■ **The Solution**

*A dictation system built on the IBM WebSphere® Voice Server for Transcription*

#### ■ **The Benefits**

*Efficient, multi-lingual system that becomes more accurate with each use; can be accessed via a network or the Internet; can provide cost savings of up to 50 percent as a result of improved accuracy*

### A new generation in dictation systems

For years, attorneys and paralegals have traditionally dictated legal briefs and other documents into analog microcassette recorders. Tape cassettes were sent to transcriptionists, where they were played back and transcribed.

PC-based speech recognition software followed, capturing dictation and producing a text equivalent.

DictaNet Software AG, based in Berlin, Germany, has developed a new generation of dictation systems, built around the IBM WebSphere Voice Server for Transcription—a powerful speech recognition offering that provides transcription services to multiple users from a central location.

### Easy to use and near-perfect accuracy

The DictaNet, or NetDictate in the US, server-based dictation system is quick to install and easy to use. First, it records a dictated audio file on a desktop or laptop computer, which then goes to a central server for automatic transcription. Next, linked audio and text files are given to a correctionist for editing. The corrected text file is then returned to the originator for approval.

Paul Camacho, Director of Product Development at DictaNet, is very enthusiastic about the accuracy of the WebSphere Voice Server for Transcription, as well as the transcription speed his company has observed since implementing the system.

*“The performance of the WebSphere Voice Server for Transcription is just amazing. It gets better with each transcription.”*

*Paul Camacho  
Director of Product  
Development  
DictaNet*



He was also impressed with the stability and reliability of the WebSphere Voice Server for Transcription. “Once users began using it, we saw excellent results. It has advantages over PC-based systems, because corrections made to the document are automatically applied to the author’s centrally managed speech files,” he adds.

#### **Quick turnaround**

Camacho is finding that dictation jobs now have a shorter turnaround time. Users report fewer distractions and less stress, since unlike PC-based dictation systems, they can dictate at a natural speaking rate, just as they would when using a tape recorder. There is no watching the screen and waiting for the software to catch up, making the system highly efficient.

Once the file is given to the correctionist for editing, they can listen to the audio track, while comparing the transcription word-by-word on the screen. Corrections are immediately made, then the document is routed back to the author.

Upon final review, the document is automatically analyzed and the author’s speech model is improved. After just a few corrections—such as an unrecognized word—the model incorporates the error and corrects it on all future documents from that author.

#### **Expanding language boundaries**

In addition to law firms, DictaNet software is popular in clinics, hospitals, insurance companies and government agencies, where speech recognition has become an integral part of the document creation process.

The WebSphere Voice Server for Transcription engine currently includes generalized medical and legal language models along with customization tools. It handles user enrollment, and creates and manages user profiles, including custom pronunciations for each person. In addition, multiple servers can be configured to provide quick turnaround and handle large volumes of transcription work.

**About DictaNet and NetDictate**

DictaNet develops and globally markets language-processing software for PC networks. The company's visionary concept combines digital dictation technology, natural language recognition, Internet integration and language processing technologies that is helping DictaNet become a market leader in digital dictation workflow software.

NetDictate provides voice processing for professional text production, delivering all of the benefits of digital dictation technology, including savings of up to 50 percent on transcription costs and more efficient use of human resources. It is compatible with industry-standard word processing software and supports a variety of digital dictation hardware.

In the future the company's plans include using the Internet to offer a transcription service as an ASP model, using their WebClient to handle the entire workflow process.

**Experience you can count on**

Having more than 40 years of delivering voice solutions and more than 150 voice technology patents, IBM is a global leader in providing voice integrated solutions that enable organizational effectiveness for e-business development.

**To learn more**

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