

**PHILIPS**

Dictation

**Healthy,  
happy, hybrid:  
attorneys in the  
digital era and  
speech to text**



# Everyone say “Om”

## How today’s attorneys find peace of mind in their practice

Like many attorneys in today’s increasingly competitive world, you might be finding it even harder these days doing what is already a very demanding job. Perhaps you’re asking yourself, “Shouldn’t things be easier?” After all, we’re in the Second Era of the Digital Age, where it’s easy to do everything with a single click of a mouse – from the comfort of your home. It turns out, there are reasons why it’s not always that simple....

### **When “shaking things up” isn’t fun**

The truth is there are several major disruptors to the legal industry that are making it challenging for attorneys to work efficiently, achieve professional satisfaction, and maintain a good work-life balance. [Staffing shortages](#) across various roles in the legal industry (from associate attorneys to administrative and support staff), demands from both clients and senior management for both speed and quality, and the sometimes-clumsy navigation more permanently adopting a hybrid work culture, are few of the issues attorneys are facing.

### **A wake-up call for legal professionals?**

Given this situation, it’s no surprise many attorneys are merely surviving, not thriving. Consider some of the sobering findings from various studies of today’s legal professionals:

→ *The American Bar Association’s [2018 National Task report on Lawyer Wellbeing](#), shared evidence of mental health issues. 28% of responding attorneys said they suffer from depression, while 19% said they struggle with anxiety.*

→ *Just a few years later, the 2021 [New York State Bar Association Task Force on Attorney Wellness](#) underscored these findings, citing 37% of experienced lawyers with mental health-related problems.*

→ *More recently, Thomson Reuters’ 2022 [Report on the State of the Legal Market](#) revealed record levels of attorney turnover in 2021 – despite rising salaries in the industry. The same report revealed firms lost nearly 25% of their legal associates due to higher demand for legal talent.*

A strategic approach to tech adoption can help alleviate these pressures, enabling attorneys and their teams to do more with the workday, while also relieving stress and giving them more time for personal pursuits.

### **An investment with benefits from “A” to “Zen”**

Digitization has done wonders to help professionals do more with less and bring balance to their workday. Advanced speech-to-text technology is one of the best examples of how innovation can meet the specific and unique needs of attorneys. In an industry that is by nature complex and detail-oriented, and that’s marked by intensive collaboration and documentation, it’s not hard to see how speech-to-text solutions can have significant positive impacts.

→ *Easy and convenient spoken notetaking.*

→ *Faster transcription and document generation.*

→ *Virtualized workstreams and review processes.*

The relevant use cases are endless.

Some findings from global research consultancy IDC illustrate the momentum and reach of voice technologies. The COVID-19 Impact on IT Spending Survey (Sept 2020), for example, indicated that respondents planned to invest the highest percentage of their budgets

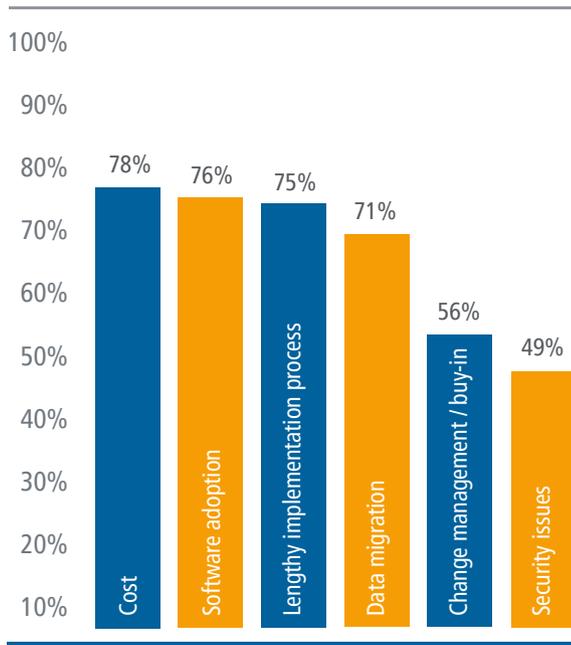
(16.8%) on voice-based interfaces. A year later in Sept 2021, the organization predicted that the conversational AI tools and technologies market would approach \$7.9 billion in revenue in 2025, growing at a CAGR of 28.8% between 2020 and 2025, largely driven by the explosive demand for remote and contactless options – in every commercial and consumer sector.

But what’s more, IDC also found that organizations are using voice solutions to pave the way for the next level of technological enablement: More than 28% already use voice data for AI use cases for processing and analytical functions, such as voice search, digital assistance, commands, and other functions that benefit from machine learning. Some firms are already using AI for research and discovery, and more sophisticated uses for these powerful capabilities are rapidly developing.

### **Getting through growing pains: the rewards of taking on new tech adoption**

Of course, ramp-up periods when making any changes to processes, tools, and other aspects of the firm can be disruptive. A recent [Above the Law](#) article cites 64% of the legal professionals surveyed in MyCase’s [Legal Industry Report 2021: Lessons Learned from the Pandemic](#) said change management was slightly challenging or extremely challenging for their firms. The report went on to detail about overcoming management concerns over wholesale changes for the firm:

cost (78%), software adoption (76%), the lengthy implementation process (75%), data migration (71%), change management, and buy-in (56%), and security issues (49%).

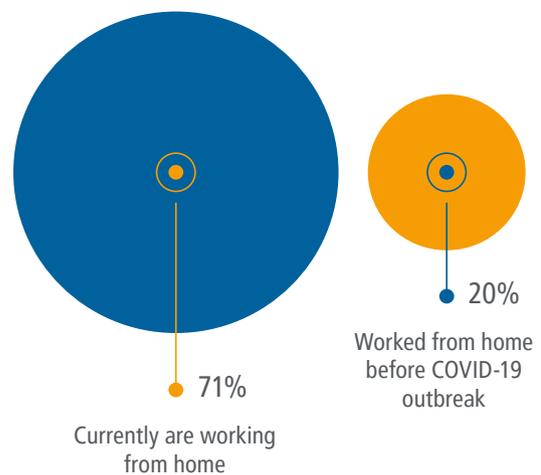


However, the right voice solutions – secure, cloud-based, robust, and intuitive – help make the transition from legacy workflows to modern and agile ones smooth and user-friendly. In fact, the same article reports that 46% of firms invested in remote working software as a direct result of the pandemic, with much less friction than the aforementioned concerns would indicate. And the benefits of undertaking digital transformation in the way of voice technology? Operational optimization, reduced frustrations (due to human error, duplicated work, burdensome manual tasks, and the like), and

increased time in the day are some of the ways these solutions support not only attorneys’ well-being, but their performance, and overall firm productivity.

**Like yoga for the workday: getting more flexible**

Another key component to fitting today’s attorneys and their nontraditional workstyles is keeping team members as agile as possible. Consider the shifts in work culture in recent years: As early as 2016, there was documented evidence of the benefits of mobile-enabled work: A [Steelcase](#) study from that year showed 88% of highly engaged employees have control over their workplace. And while only 20% of Americans worked from home before COVID-19, this has grown to 71% working remotely all or most of the time according to [Pew Research](#). Many employees have shown a preference for staying remote or customizing the hybrid arrangement that best suits them, necessitating robust mobile capabilities.



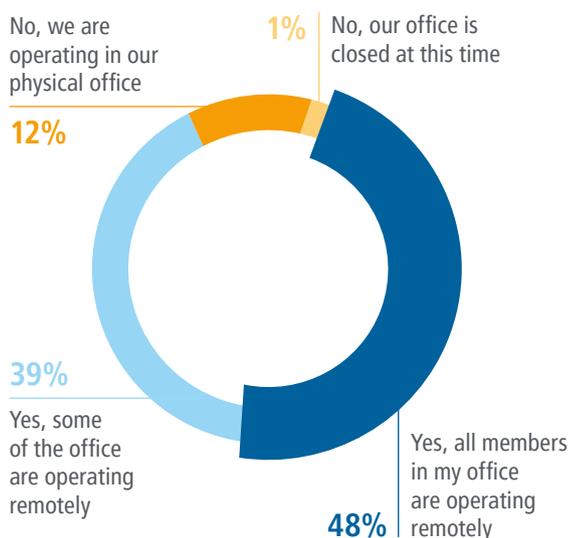
Advanced web-based voice applications support efficient workstreams by leveraging the cloud, enabling the ability to work from anywhere as well as the ability to shift working hours to fit into individualized schedules. Offering the same features and functions whether it be via laptop, mobile, or tablet allows attorneys to work seamlessly across platforms and collaborate with their teams in whatever way best suits them.

### Let's get "phygital:" closing the gap between physical and digital workspaces

The meteoric rise of hybrid work culture is perhaps the most defining trend of the post-pandemic landscape. During COVID-19, remote work reached new heights: At one point, [71% of American workers](#) telecommuted at least part-time,

#### Is your law office currently operating remotely?

*(\*) Source: MyCase 2020*



62% of whom rarely worked remotely before. While legal work was typically not conducted this way, now more than [80% of law firms](#) have transitioned to working remotely either part-time or full-time.

For attorneys, voice technology enables collaboration with team members, efficient and uninterrupted workstreams, and easy reviews and approvals from leadership, etc. The next generation of legal leaders, who are digital natives, take advantage of working from their smartphones, using speech-to-text to send quick notes, or using voice applications as a backup to get work done outside the normal scope of support staff responsibilities or working hours (such as completing billing, communicating with clients, or recording reminders).

For transcriptionists, legal assistants, documentation specialists, and other support staff, voice tech can accelerate time-consuming tasks as well. For example, audio files routed through speech-to-text applications can generate draft documents, which can then be shared, reviewed, and edited as needed. Legal assistants can then cross-check and refine documentation, preparing it for sharing with clients.

This is just one illustration of how conducting business with equal ease between digital and physical realms makes the day easier for everyone within the workstream.

## **The domino effect: better productivity means better profitability**

Ultimately, reducing time-consuming, labor-intensive administrative tasks by using advanced cloud-enabled voice solutions for dictation and transcription needs means less wasted time as compared with legacy workflows. The other half of the equation is an increase in high-value, billable work – all while reducing burdens and stressors for attorneys and other staff members involved in the workflow.

Many respondents to the aforementioned MyCase survey reported [increased productivity and profitability](#) during the first year of the pandemic when nearly all employees were working virtually. Specifically, of the responses, 60% said firms' revenues stabilized or grew in 2020. Remote and

hybrid workstyles also enable, as the survey points out, higher levels of business resiliency – not to mention expanded market reach and growth opportunity, being unfettered by geographic location.

Further, an extensive study from Opus Research showed the majority of respondents (71%) found the biggest ROI from their speech technology to be improved productivity, experiencing between a 26 to 50% increase. Not coincidentally, productivity is the biggest motivator (87%) in adopting speech technology. One of the organic outcomes of this voice tech-driven productivity is, of course, the ability to create more billable work product with less effort, a winning proposition for both attorneys and their firms.

Though the obstacles modern-day attorneys face shouldn't be diminished or downplayed, there are clearly ways to overcome them. Leveraging speech-to-text innovations is an easy, digestible way for legal professionals to smooth out bumps in the road on the path to working in the firm of the future and to maintaining their holistic well-being. Whether they're sitting in the courtroom or in a cabana, attorneys' personal and professional lives can be enhanced with these small but significant technologies.

