

NATIONAL-BANK relies on the use of professional speech recognition

Thanks to increased efficiency in document creation, the bank's employees can concentrate better on their core task – providing personal support to customers.

While most banks are currently focusing on self-service offerings, NATIONAL-BANK, based in Essen, Germany, will continue to focus on personal consultation and direct customer contact. Founded in 1921, the bank also offers multiple channels through which customers can conduct more and more banking transactions completely independently. However, the personal relationship between the consultant and customer remains the focus of attention. Most of the bank's digitisation initiatives are therefore aimed at optimising internal processes, including working with Nuance.

99%

accuracy in turning
the spoken word
into editable text

160

words per minute

Transcribing up to
160 words a minute

3x

faster

3x faster than typing
- no need to slow
down from normal
speaking pace

Many of NATIONAL-BANK's 600 employees spend an extensive amount of time every day writing comprehensive documents - this includes credit statements, company analyses and meeting minutes. Thanks to Nuance Dragon Professional Anywhere speech recognition, they no longer have to type up these texts, they can now dictate them, easily.

The impetus came from the Board of Directors

The first impulse to introduce a speech recognition solution to the company came from the Executive Board. One member of the board had become aware of the advantages of speech recognition during a visit to their lawyer – as his lawyer no longer wrote down their findings but simply dictated them to his computer and therefore saving valuable time. Convinced that the technology would also bring an immense efficiency advantage in finance, the board member encouraged the search for a suitable solution.

“Nuance, a leading speech recognition provider in other areas of the business, quickly moved into the spotlight with its Dragon Professional Anywhere solution. Nuance's technologies are particularly well suited for use in the financial world because they meet the highest security requirements through encryption and local data processing and the processing of confidential data is not a problem,” said Marco Weyland, head of organisation at NATIONAL-BANK, who is in charge of the project.

The head of banking operations initially started a test phase with a single-digit number of users, which

was extremely successful. Then came the rollout: a team led by Weyland identified all employees in the company who could benefit from speech recognition in their daily routine. In the process, the acquisition costs were compared with the expected increase in efficiency. A few minutes per day were enough to make the purchase economically viable. In the end, NATIONAL-BANK decided to purchase 103 licenses. In order to push ahead with the introduction of the solution, the bank developed its own training material and held internal training sessions. The aim was to familiarise employees with the benefits of Nuance Dragon Professional Anywhere.

Those responsible draw a positive Conclusion

Marco Weyland is satisfied with the results achieved: “The solution really takes us further. I personally use it whenever I can but we also get a lot of positive feedback from our employees. Some praise the noticeable increase in efficiency, others the user-friendliness of the software. Some are also simply happy that they don't have to bend over the keyboard all day long in a tense state of mind, but can dictate texts into their microphone leaning back in a desk chair or even standing up - so the solution also has a certain ergonomic aspect enabling the working environment to become more pleasant overall. We therefore draw a positive conclusion regarding the introduction of speech recognition in our company. It was also very enjoyable to work with our Nuance contacts, who gave us the best advice and support in our decision-making process, implementation and training, as they were all very interested in making the project a success for us”.

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Dragon learns the language of banking

The banking world also has a language of its own, which must be acquired by the speech recognition software. Not only technical vocabulary is involved, but also the proper names of companies and individuals with often idiosyncratic spellings. Nuance Dragon Professional Anywhere gives users the ability to create and maintain their own dictionaries. In order to make this process as efficient as possible, administrators can also play out terms company-wide or to specific user groups. Amongst other things, NATIONAL-BANK has stored all the names of its employees in the system and plans to create a comprehensive, centralised dictionary in the future.

The manual maintenance of the vocabulary is supplemented by the deep learning features of the software, which continuously learns new vocabulary and thus adapts to the field of application, the speakers’ language style e.g. dialect. A recognition accuracy of 99 percent can be achieved this way – users can dictate texts three times faster than they type after a short exercise.

About Nuance Communications, Inc.

Nuance Communications, Inc. (NASDAQ: NUAN) is the pioneer and leader in conversational AI innovations that bring intelligence to everyday work and life. The company delivers solutions that can understand, analyse and respond to human language to increase productivity and amplify human intelligence. With decades of domain and artificial intelligence expertise, Nuance works with thousands of organisations – in global industries that include legal, healthcare, telecommunications, automotive, financial services, and retail – to create stronger relationships and better experiences for their customers and workforce. For more information, please visit www.nuance.co.uk/dragon
