



CHALLENGE

- Limited use of hands
- Unable to sit or stand for long periods of time

SOLUTION

- Dragon Professional Speech Recognition
- Jabra wireless headset
- One-on-one speech recognition and application training

RESULTS

- The ability to work faster and use computer applications by voice
- Eliminated the barrier of typing
- Reduced pain
- The capability to return to work

"The training was priceless to me, and I can see how useful it could be for most people who are looking to use Dragon Speech Recognition. I am extremely grateful, and I give the Zephyr-TEC's training program five stars!"

CASE STUDY

DRAGON SPEECH RECOGNITION & ZEPHYR-TEC'S HANDS-FREE TRAINING ENABLES RECRUITER TO RETURN TO WORK

Beth is a recruiter for an internationally known biotechnology and pharmaceutical company, where she has worked for over twenty years.

Approximately 15 months ago, Beth started experiencing numbness in her feet which eventually spread throughout her body. It especially affected her dominant (left) hand, although both hands were affected. It eventually progressed to the point where she was unable to use her left hand at all, and she was only able to use the index finger of her right hand. This affliction also caused her to have balance and mobility issues. Normally working eight to ten hours shifts during the workweek, the numbness and loss of motor function affected her ability on the job. As a result, she used up all of her sick time and had to go on medical leave from work.

After five months, she returned to work on partial disability. As a remote worker, Beth was already set up in a home office. Unfortunately, the office was upstairs in her house, and she could no longer use the steps. So, an alternate office was set up downstairs to provide more accessibility. Prior to returning to work, she tested Windows Speech Recognition. Beth commented: "I researched solutions and found that speech recognition technology might be able to help address my difficulties using a mouse and keyboard. I initially tried using Windows Speech Recognition, but I found the solutions to be horrible. The recognition rates were poor, and the solutions did not fit my needs."

Fortunately, Beth's company has a Return to Work (RTW) program and specialists who offer professional grade technology solutions and services to help their injured and disabled staff members get back to work. Her counselor immediately suggested Nuance Dragon Speech Recognition. "At that time, I had never used Dragon or seen it in action, but I had heard of it and that it worked well. When I began using it, I was shocked to discover just how well it worked for me and helped me be more productive using a computer – versus typing and clicking with my limitations," said Beth. Still, she was a little apprehensive because of her bad experiences with Windows Speech Recognition.

To help overcome her past experiences and learn Dragon's full potential, The RTW specialist also recommended professional training. As an outsourced training provider for Beth's employer, Zephyr-TEC Corp. had trained and worked with other employees at her company, who were located in offices across the country. After receiving a thorough consultation of her requirements, abilities, and the computer programs that she used, Zephyr-TEC estimated that Beth would need 12 hours of training to get her best accustomed to working in a hands-free manner and using a computer by voice. Beth commented, "I was especially happy to find out that the training would occur one-on-one. I knew it would be good and benefit me the best, as it would be tailored to my needs."

By the time Beth began training, her hands started receiving more motor movement but, because her job involved her being on the computer all day conducting searches, attending meetings, and replying to email, she had not regained full functionality and did not recover enough to be successful at keyboarding and mousing with the limitations she still had.

Dragon Speech Recognition allows her to work the six hours the doctor recommends as a maximum workday. "There'd be no way that I could work for six hours without Dragon," Beth said. In addition, her wireless Jabra headset allows her to get up and down and move around when she needs to, as she can't sit or stand too long.

Using Dragon, she bounces between Gmail, Internet searches, Word documents, PowerPoint presentations, Excel spreadsheets and a few different databases that she uses for work. She also attends meetings and dictates notes for herself – while the meeting is taking place – and saves them as a document. Beth joked that "if the meeting is on Skype, my coworkers often times ask me if I'm a pilot, because I'm always wearing my wireless headset to dictate notes."

Beth commented: "I honestly feel that I am able to work more productively in all of my work applications because of Dragon and the training I received from Zephyr-TEC. If I was only working within email, I probably would've been able to click where I wanted words to go and speak to use Dragon on its own, but because I use so many applications, there would be no way I would ever be successful at using Dragon without the training."

Zephyr-TEC's one-on-one training empowered Beth to function more productively within her work applications, and it also provided an open platform for her to ask any questions that came up during the training process. As well, Zephyr-TEC's trainer provided helpful tips and tricks on how to make Dragon do what she wanted it to do for her job duties. For example, Beth mentioned: "Because I work within a few databases, as well as some websites where Dragon wasn't natively recognizing or tracking the links, the trainer was able to create custom commands for me to make it work. Another important part of training for me was learning how to add niche words to the vocabulary. The training was priceless to me, and I can see how useful it could be for most people who are looking to use Dragon Speech Recognition. I am extremely grateful, and I give the Zephyr-TEC's training program five stars!"

Following the implementation of Dragon Speech Recognition and Zephyr-TEC's one-on-one training, Beth was able to successfully overcome many of the unfortunate effects of her affliction and return to work. Beth ended by saying, "I can't say enough about Dragon. It is the only way I can work."

ABOUT ZEPHYR-TEC

Since 1993, Zephyr-TEC has been training people with typing limitations learn how to use computers by voice. We began with a vision of helping people who suffered from RSI to return to their normal careers and do their jobs as "hands-free" as possible. Plenty of things have changed over the past 26 years, but our commitment to getting people back to work has never wavered. Let us help YOU Harness the Power of Speech!™