

Nuance Enhances Reporting Efficiency for Law Enforcement Professionals with Dragon® Law Enforcement

Revolutionizes the way law enforcement departments, agencies and professionals quickly and accurately document incidents, improving situational awareness and time in the community

BURLINGTON, Mass. – May 3, 2017 – Further advancing documentation productivity and report accuracy for law enforcement professionals, [Nuance Communications, Inc.](#) (NASDAQ: NUAN) today unveiled the latest version of [Dragon Law Enforcement](#) – its professional productivity solution designed specifically for law enforcement professionals. Dragon Law Enforcement brings highly customized dictation and documentation capabilities to police officers, sergeants, detectives, and other command and support staff – at the station and while on patrol.

Bringing Faster, Safer and More Efficient Police Reporting to the Law Enforcement Community

[Accurate, timely and detailed documentation](#) is extremely important to law enforcement and criminal justice proceedings – typically required within hours of an incident. However, this time-consuming documentation process often impacts timely report filing, limits officer visibility in the community, and, more importantly, can compromise situational awareness when officers are “heads down” reporting or looking up license plate information. Couple this with demands placed on support staff as well as associated costs, and managing documentation efficiencies is a prevalent issue faced by many law enforcement departments and agencies.

Dragon Law Enforcement addresses these needs. With its advanced speech recognition and robust voice command capabilities, law enforcement professionals can create detailed and accurate documentation of incidents – all in real-time by voice, speed data entry into records management systems (RMS), and keep their eyes on their surroundings by minimizing the use of the mobile data terminal (MDT) keyboard while stationary in patrol cars. Dragon Law Enforcement has been updated to include a next-generation speech engine leveraging [Nuance Deep Learning](#) technology, so it delivers high-recognition accuracy with the ability to learn and adapt to a variety of accents and environments; making it ideal for large workgroups and a variety of settings.

To further increase dictation accuracy, Dragon Law Enforcement’s customized language model has also been updated to support common words and phrases used by law enforcement such as car and truck makes and models. The vocabulary can also be additionally expanded to include custom or localized words and phrases specific to a department’s needs, such as particular names or terminology they use with a high degree of frequency. Dragon Law Enforcement’s powerful license plate lookup mode also enables officers to automatically switch from dictation to conducting common lookup tasks where they can use the NATO phonetic alphabet. For example, a patrol officer simply says, “Enter plate ...Alpha Bravo Charlie 1234,” and Dragon interprets this as “ABC1234” as it conducts the license plate lookup.

“Law enforcement professionals face documentation and reporting demands unique to them, and any inefficiencies can have a ripple effect across departments and agencies. From impacting criminal proceedings and officer omnipresence, to costs and situational awareness, the implications of reporting inefficiencies can be very high,” said Mark Geremia, Vice President, General Manager of Dragon, Nuance Communications. “Dragon Law Enforcement provides a faster and more efficient way to document incidents, a safer way to conduct common lookups, and is a viable solution for improving focus and situational awareness in this high-demand, in-field job. When all is said and done, armed with Dragon Law Enforcement, the focus shifts from paperwork to protecting and serving the public.”

"Dragon speeds the license plate lookup experience with both our RMS and web-based license plate systems. Our officers can simply speak plate details and within seconds, plate registration and ownership details are on the screen. Once our officers used it, they didn't want to give it up," said Chief Joseph Solomon, Methuen, Massachusetts Police Department. "Additionally, this is one of the greatest officer safety tools to come along in years."

Customization, Scalability and Easy Management of Dragon Law Enforcement

Dragon Law Enforcement is highly customizable. Using the Nuance Management Center (NMC), IT administrators can easily deploy and manage Dragon Law Enforcement, and set and store user settings such as custom words and custom commands that can be easily shared and deployed across the department for additional productivity gains. In addition, PowerMic settings can also be stored and shared with the NMC. This high-quality, handheld microphone features programmable buttons and integrated mouse functionality. Officers can also switch dictation on and off using a thumb-controlled button, making it ideal for in-field reporting situations where they need to switch quickly between reporting and other duties.

"Our officers have a significant responsibility to keep our community safe, but also face administrative responsibilities such as incident reporting, which requires a quick turnaround and ample detail. Reporting serves an important role with documentation, but the quality of the reporting also reflects on our personnel and agency. Dragon allows officers to quickly dictate reports while safely maintaining their situational awareness in their patrol cars. Dragon also allows for central management and customizations including, terms, street names and other words or names unique to our agency," said Greg Katz, Lieutenant of Billerica, Massachusetts Police Department.

For more information on availability and pricing please visit [Dragon Law Enforcement](#) on [Nuance.com](#).

Through a program of continuous investment and research, Dragon has consistently set the standard for excellence in desktop speech recognition solutions for the last 20 years, bringing productivity and accessibility benefits to legions of users globally. You can read more about Dragon's evolution [here](#).

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About Nuance Communications, Inc

Nuance Communications, Inc. is a leading provider of voice and language solutions for businesses and consumers around the world. Its technologies, applications and services make the user experience more compelling by transforming the way people interact with devices and systems. Every day, millions of users and thousands of businesses experience Nuance's proven applications. For more information, please visit www.nuance.com.

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