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SMART GUIDE

HOW TO

Collect, Discover and Review Voice Data using Voice Technology

5 BENEFITS OF USING VOICE TECHNOLOGY TO
SUPPORT YOUR CORPORATE GOVERNANCE

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Introduction

This smart guide uncovers 5 benefits of using voice technology to collect, discover and review voice data to support corporate governance.

THE GLOBAL ENTERPRISE GOVERNANCE, RISK AND COMPLIANCE MARKET SIZE IS EXPECTED TO REACH \$88.48 BILLION BY 2027 WITH A CAGR OF 14% FROM 2020, ACCORDING TO A REPORT BY GRAND VIEW RESEARCH.

Corporate governance in today's economic landscape

“Corporate governance is the system of rules, practices and processes by which a company is directed and controlled. Corporate governance refers to the way in which companies are governed and to what purpose. It identifies who has power and accountability, and who makes decisions. It is, in essence, a toolkit that enables management and the board to deal more effectively with the challenges of running a company.”

The Chartered Governance Institute.

Recently, there has been a spike in the adoption of home/remote working. Due to this adoption, more voice data is being produced through home initiatives that legal and IT professionals in the eDiscovery ecosystem must consider. The influx of data means the core eDiscovery task of collecting, processing and reviewing electronically stored information (ESI) needs to be considered. Businesses need to understand and adapt to this changing market landscape and ensure their corporate governance strategies are accountable for this new wave of data.

Now, the biggest challenge is data collection. With individuals working from home, this shows a dramatic shift in where information needs to be gathered from. Data must be properly captured



for whatever portal, software or service that it is generated on.

Complex Discovery found that **95% of data collection was in on-site environments before March 2020.**

This would suggest a heavy focus on office working and less dependence on collaboration solutions like video conferencing – or at least the data is housed in the office environment. **Since March 2020, there has been a staggering shift to 90% off-site data collection** and a clear gap in processes and rules for the collection of this data. The adoption of automation technologies and digital transformation strategies that are in line with digital collaboration tools can support businesses to improve off-site data collection rapidly.

What is eDiscovery?

eDiscovery stands for electronic discovery and is the electronic aspect of identifying, collecting and producing **electronically stored information** (ESI) in response to a request for information in a litigation process. ESI includes emails, documents, presentations, databases, voicemail, audio files, video files, social media, and websites. However, some of these elements are more common than others.

Video and audio are less common due to the costs and complexities of representing them in a format that can be used by legal teams and organizations to process the files and collect the data. Data management is key for successful eDiscovery to ensure that information can be captured and stored with all the information needed to discover and locate data quickly for eDiscovery purposes. Not only does this make the discovery of the right information significantly easier, it also means that unrelated information can be quickly dismissed and culled from an investigation saving time, effort and cost to review. This reduces the volume of information that might have previously been investigated by human reviewers.

eDiscovery is often a complex and challenging process that is expensive and time-consuming due to the volume of information that is created every day by organizations. The amount of content

that could be required as part of the discovery process could be limitless. The growth of digital communication and the evolution of communication channels means the task of discovery

“Expanding regulatory demands and growing compliance costs are combining to bring audio to the forefront as a discovery concern. A typical mid-sized discovery proceeding might yield 1,000 to 5,000 audio files in need of transcription.”

DELOITTE

continues to grow and so does the complexity and cost.

ESI also represents a challenge due to the content of a document or audio file and also the metadata within. While metadata enhances the usefulness of the piece of information through elements like timestamps, sender, phone number, and similar properties; it is the content of audio itself that insight and context has traditionally been the most difficult and expensive to obtain. Advanced audio solutions need to tie together metadata, derived data and the content, allowing investigators faster and insightful analysis.

Why is eDiscovery important to your organization?

eDiscovery is a vital part of any organization's legal processes where they need to ensure that they can provide the right information, as quickly as possible when legal action is brought against them.

Historically, the discovery of information focused on documentation, text, emails and other text-based content formats. However, this list has grown to include more digital media formats like voice and video. The right software can help attorneys discover valuable information regarding a matter while reducing costs, speeding up resolutions, and mitigating risks.

Technology is nothing new for eDiscovery. Organizations already utilize technologies like computer-assisted review (CAR) and technology-assisted review (TAR) to reduce the number of unique pieces of information that need to be presented in a legal engagement. Additionally, the ability to sort and dismiss content that does not need to go through deeper review – either by a machine process or by humans – significantly reduces the time and cost of the eDiscovery process.

"The ultimate goal of eDiscovery is to produce a core volume of evidence for litigation in a defensible manner."

CDS



"While there is often talk of finding a "smoking gun" during investigations or eDiscovery, it is generally the case that investigators and lawyers need to tie together many elements, taken from large and disparate sets of information. Audio when available provides great insight, but came with high costs and poor analytical tools. Leveraging voice technology that is no longer the case."

SOHOSQUARED

The result of non-compliance for any organization can often mean going to court and facing litigation where eDiscovery is used to generate evidence by either the prosecutor or defence. The process of understanding, sorting and culling data can be accelerated with eDiscovery. Having as much information as possible around each piece of content ready for investigation delivers a much better outcome.

Although this is relevant to organizations regulated by the [Financial Conduct Authority \(FCA\)](#) and other governing bodies, compliance and subsequent

eDiscovery is also critical for non-regulated organizations. eDiscovery enables organizations to monitor and discover information related to delivering enhanced customer service or ensuring behaviors align with company values. For example, eDiscovery helps with monitoring staff performance and can also be used in the case of an internal conduct investigation.

Digital communication and voice technology

Digital communication has transformed businesses that are adopting advanced tools to remain connected regardless of location or consumer habits. The roll-out of video conferencing, webchat, and even instant messaging has meant that the volume of communication data has grown exponentially.

The recent changing economic landscape has accelerated digital transformation strategies with the adoption of new technologies and processes becoming essential to their corporate governance. This comes with most organizations relying on web conferencing tools as their main form of communication and an increasing amount of digital media created.

In 2017, **TechZone360** predicted that “businesses are expected to double their video libraries within the next 12 months and increase the use of video in email to 46% by 2018”. This trend has accelerated beyond that prediction by providing more digital video assets that, for example, needed to be reviewed in an investigation, that goes through litigations or internal review processes.

In reaction to the increase of new communications using video, video collaboration, and video over social, **TechZone360** said: “the Markets in Financial Instruments Directive II

directly mandates an expansion of call recording in Financial Services and email communication has seen a double-digit increase since 2010. With expansion in both the types of communication and

“Over \$1 billion has been invested in emerging private company video collaboration vendors, each managing billions of minutes of video communication.”
TECHZONE360

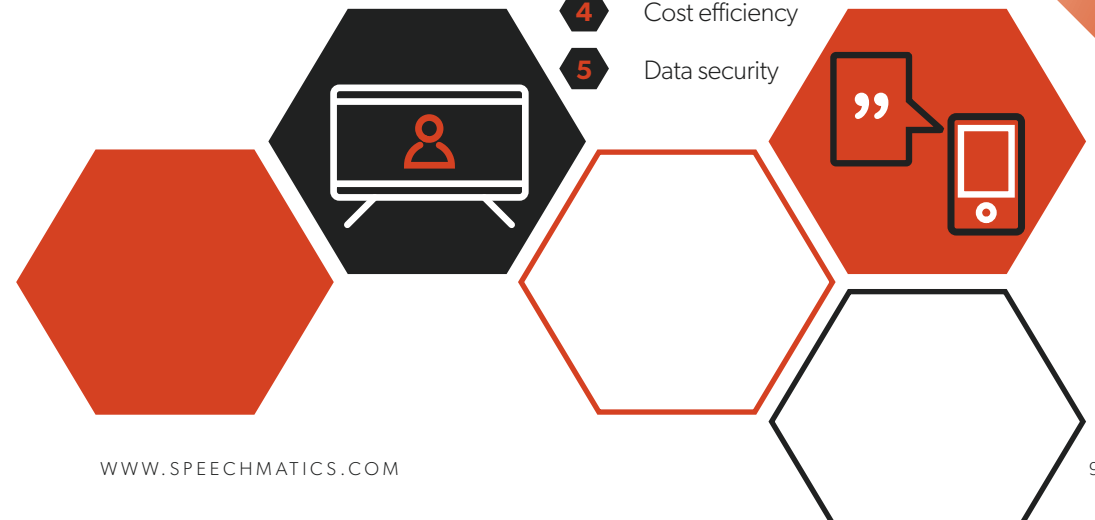
amount of each type of communication that should be reviewed and monitored by compliance”. There is a clear requirement for solutions that can deal with both text-based formats like email

and also video, and voice contained within that video.

Accurate automatic speech recognition (ASR) technology is essential for organizations – especially those under increased scrutiny from financial regulators or other regulatory bodies – to ensure organizations behave in line with their code of conduct and the law. Organizations are using ASR technology when capturing voice data to determine whether to discard or keep the information for human review.

Voice technology provides significant efficiencies for eDiscovery and compliance in organizations. This guide will focus on some of the benefits to businesses when using voice technology to discover and action data to support good corporate governance. These benefits are outlined below.

- 1 360 view of events and incidents
- 2 Improved chain of custody
- 3 Speed-up data culling
- 4 Cost efficiency
- 5 Data security



Getting started

How voice technology supports corporate governance

Rand Corporation discovered that 73% of all eDiscovery costs come from documentation review, 8% from collection, and 19% from processing. They report that while humans are required in this stage of the discovery process, the human approach is inconsistent and prone to errors.

Organizations have a challenge around siloed and unstructured data. Identifying data locations and adopting appropriate collection methods – especially when data is scattered or derived from non-traditional data sources – provides enormous value to enterprises. Automated technology for the eDiscovery process saves time and money while reducing inconsistencies, missed data and errors.

“Governance at a corporate level includes the processes through which a company’s objectives are set and pursued in the context of the social, regulatory and market environment.”

THE CHARTERED
GOVERNANCE
INSTITUTE

Voice technology is a crucial tool to ensure voice data is transcribed into text for it to be reviewed and analyzed in an investigation. Without it, surfacing vital data stored in voice recordings, videos or audio files would be an extremely laborious and costly process.

“73% of all eDiscovery costs come from documentation review, 8% from collection, and 19% from processing.”

RAND
CORPORATION



At a glance

A guide to the benefits of using voice technology to collect, discover and review voice data to support corporate governance within your business

360 view of events and incidents

Getting a complete picture of an event or incident for an investigation can be a difficult and time-consuming task. Voice technology ensures voice data can be treated in the same way as text-based data to accelerate the review processes in a standardized way.



1

Improved chain of custody

By utilizing speech recognition technology as part of the data capture process, organizations can improve the chain of custody by ensuring diligent documentation of evidence hidden within voice data. Voice technology makes this process scalable, saving businesses time and money.



2

Speed-up data culling

Historically, businesses have manually transcribed voice data ready for investigating which is a difficult and time-consuming task. Voice technology enables voice data to be transcribed, indexed, analyzed and searched to extract the necessary information needed for evidence.



3

Cost efficiency

Speed, accuracy and cost are key considerations to data extraction for investigations. Voice technology offers a cost-effective, automated way of compiling evidence from voice data at scale.



4

Data security

Investigations involve both voice data and text-based data that include personal information that needs to be handled securely. Voice technology can be deployed on-premises to ensure all voice data is kept secure within the organization.



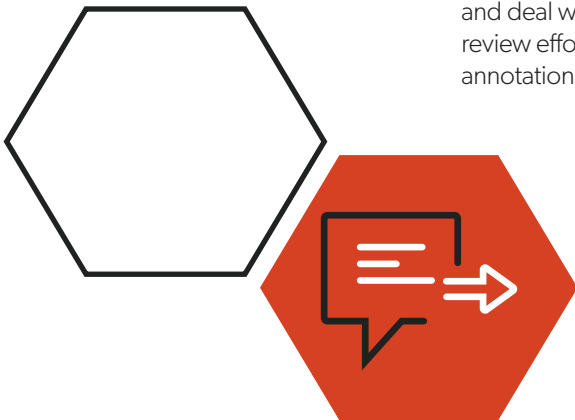
5

The benefits of using voice technology to support your corporate governance

1 360 view of events and incidents

The inability to review all data as part of an investigation – no matter its original format, whether it is documents, emails, voicemail or web conference content – presents a significant risk for an organization during an investigation. With the advancements in technology, it is no longer an excuse to not provide a full 360-degree view of an event or incident.

Data is often stored in a multitude of places. Therefore, in a new investigation, the data has to be aggregated first. The intelligence that can be surfaced through the transcription of voice data has improved this process. Any large volume of data pulled from a single organization is likely to contain duplicate documents. During the review portion of eDiscovery, it is beneficial to identify and deal with duplicate files, so that review effort is not wasted on redundant annotations of the same document.



Voice technology enables organizations to unify all the data required for the investigation into one format. With the majority of data being text-based already, most organizations already have access to sophisticated tools to analyze text data. However, ensuring all voice data is transcribed into text, organizations can quickly gain a 360-degree view of an event or incident without missing any valuable data in the process. Once transcribed, voice data can be treated, indexed and formatted in the same way as text-based documents, emails and chats. This accelerates the processes of search, redaction and identification in a standardized way.

Transcripts provide information to give

organizations a broader understanding of interactions beyond simply audio and date. Using voice technology as part of the eDiscovery process, businesses can benefit from keyword spotting, topic extraction and sentiment to understand more about an interaction than ever before. The metadata around the transcription even delivers timing information about the interaction down to the individual words spoken. This means that the exact timing of the interaction can be tracked in a single click in addition to the person triggering the interaction or incident.

2 Improved chain of custody

Organizations are already adopting technology such as ASR to help legal practices and enterprises unlock the content in their audio, video and text files. By adding voice technology as a tool to their processes, businesses can improve their chain of custody through the traceability and transparency of evidence. Ensuring all audio and video files are transcribed into text adds a level of security to the evidence and stops data from being lost or tampered with in an investigation.

Maintaining the chain of custody is critical in a court of law. All the documentation presented in the chain of custody must be authorized and recorded along with the traceability of the transfer and analysis. The use

of voice technology in this process eliminates the possibility of misplaced evidence when it comes to voice data while also improving the speed and cost of delivering the data as part of the chain of custody.

“The chain of custody is the most critical process of evidence documentation. It is a must to assure the court of law that the evidence is authentic. The chain of custody proves the integrity of a piece of evidence. A paper trail is maintained so that the persons who had charge of the evidence at any given time can be known quickly and summoned to testify during the trial as and if required.”

NCBI

3 Speed-up data culling

Speed is key to eDiscovery. Obtaining the right information quickly can make the difference in a legal battle and helps businesses achieve good corporate governance. Being prepared with all the information is powerful and so the ability to cull data quickly and extract the most important data is crucial.

When a piece of information surfaces that suggests a compliance breach – such as a phone call, utterance, email or webchat – they will be required in later litigation or as a piece of evidence. The eDiscovery process discovers the artefact, indexes it and stores it with as much data as possible to ensure it is quick and easy to find.

One of the biggest challenges to businesses during an investigation is data culling. Reducing data to pertinent volumes that are valuable to investigators is a difficult task.

“During the discovery phase of litigation, parties to a dispute must take appropriate, reasonable steps to locate relevant, responsive electronically stored information (ESI) in response to discovery requests.”
EDRM

Technologies such as automatic speech recognition makes intelligent culling possible, reducing the time-consuming task of sifting through massive volumes of audio data.

Previously, it was reasonable for businesses under investigation to claim that the collection and review of all audio and video content was too difficult. Now, with the roll-out of more sophisticated tools like ASR and natural language processing (NLP), this is no longer the case. Regulators know what technology is available to help with eDiscovery and compliance and understand the value of tools such as ASR. Ultimately, having every shred of data possible provides huge value to organizations in an investigation if it means the difference between acquittal and punishment.

Voice technology helps to speed-up data culling several ways. Transcribing the content not only captures relevant keywords for an investigation. It also provides context of the conversation to better understand the incident and enable better sorting and indexing of evidence. Once the audio is transcribed, organizations can then use NLP to extract more information and understanding about the incident for further investigation.

4 Cost efficiency

While speed is the most important factor when it comes to eDiscovery, the cost is also an important factor in an investigation. Cost and speed go hand in hand – the faster a business under investigation can provide their evidence, the smaller the fines will be.

Document review is the largest, most expensive activity carried out by eDiscovery practices, whether that be provided by

or technology. The eDiscovery industry already uses automated processes to review documentation quickly and at a low cost. Automation is beneficial as it provides speed and cost efficiencies for data collection before it goes to review. Introducing automation to the collection phase of eDiscovery reduces the amount of data that is then reviewed in the overall process.

Better tools to review documentation deliver significant value to organizations. The ability of automation to reduce the time and cost of sifting through hundreds of thousands of hours of audio is a clear value add.

“Technology-assisted review (TAR) is still the most expensive stage of eDiscovery, because its nuances require the most hands-on attention from trained – and pricey – attorneys. While AI can’t “do” review all by itself, TAR uses AI to prioritize the most relevant documents for human review. Whether you’re using the older approach of starting from a seed set of pre-coded documents or using a continuous active learning system that learns by observing a human review team, TAR can streamline review tremendously, getting faster results at a lower cost.”
iDISCOVER

humans



5 Data security

Data is often hosted on a range of different platforms. Each platform has its methods of storing and cataloguing that data. The information may be personal or business-related and contain language nuances and abbreviations that are difficult to search and analyze. For this reason, an organization’s legal counsel and IT/litigation support departments are required to draw up clear terms defining who owns the data in question and impose strict conditions on who can access it. This means that data can remain secure but also causes some barriers for its collection and investigation.

the flexibility to be tailored to specific industry use cases and jargon.

It is essential for the chain of custody that all data is kept secure throughout the eDiscovery process. Utilizing on-premises ASR technology for transcribing audio and video files ensures all the data is kept within the organization’s own environment and is not reaching any third-party businesses.

For the legal services market and use cases involving compliance and eDiscovery, data privacy is paramount. Voice technology gives organizations

of all sizes the flexibility to deploy on-premises or within specially regulated and accredited private cloud environments. This means that voice technology can be utilized at multiple tiers within eDiscovery and compliance workflows.

The use of flexible and adaptable ASR technology means that information can be surfaced to ensure duplicated data can be removed. ASR also enables organizations to extract key information through keyword spotting and has



Conclusion

The ability to capture, process and review all data transiting your organization is essential for good corporate governance. eDiscovery is a core component of corporate governance and is the electronic aspect of identifying, collecting and producing information in response to a request for information in a litigation process. It is a time-consuming and expensive process but is essential to ensuring organizations can provide accurate data when investigated for an incident or event such as a compliance breach.

With the requirement for speed and low cost, businesses are adopting voice technology to turn unstructured voice data into text to combine with other text-based data sources. These sources can then be processed and reviewed together using automated technologies, speeding up and strengthening the eDiscovery process considerably.

Voice technology offers many ways for organizations to achieve good corporate governance. From gaining a 360-degree view of events and incidents



Historically, organizations handed over text-based evidence such as emails, documentation and chats. Now – with the increased adoption of audio and video communication channels – voice data must also be handed over as evidence. This presents a challenge to the eDiscovery process as voice data is notoriously difficult to capture, analyze and store – increasing time and cost of review.

and improving the chain of custody to speeding up data culling, cost efficiency and data security. The benefits of adopting and integrating ASR technology is no longer a question of choice but an essential piece of technology to include in your corporate governance strategy.



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