



Stenograph feels passionately that we have a responsibility to support the stenographic court reporting industry. For more than 80 years, we have been serving this market and will continue to be serving it 80+ years from now.

- We are continuing to invest in our industry-leading writers and software. CATalyst®, CaseViewNet®, and CATalyst Check It™, will provide the benefits of Automatic Speech Recognition (ASR) for Stenographers, improving efficiency up to 40%.
 - CATalyst Version 21.5 was released in December 2021
 - CATalyst Check It will be released in 2022
 - CATalyst Version 22 is being planned and prioritized
- Stenograph still has dedicated teams working on our stenographic solutions.
 - District Sales Managers are focused on providing you with the best in writer and software solutions.
 - We have doubled the number of engineers working on writer development.
 - We are ramping up our technical support capabilities to support our core customers better.
- Our dedicated Technical Support Team works to quickly resolve issues using a variety of communication tools to fit your needs.
 - Phone system enhancements have reduced wait times for our customers with support plans.
 - Stenograph receives 51,000 calls per year
 - Approximately 12,000 calls are answered within 3 minutes
 - Our average wait time for warranty and Edge customers is less than 8 minutes
 - The improved Stenograph [Solution Center](#) allows easy access to technical documents, downloads, and articles.
 - Bella Chatbot further reduces the time to provide answers to common questions including those found in our Solution Center.
- We are dedicated to growing the number of stenography students entering the market and graduating from school.
 - In 2021, Stenograph donated \$50,000 and 50 writers to Project Steno.
 - Project Steno is dedicated to growing the number of stenography students entering and graduating from school.
 - Stenograph also supports NCRA's A to Z program to help more steno students graduate and enter the industry.
 - Stenograph offers scholarships to deserving stenographic court reporting students through our scholarships.
 - Stenograph has donated Luminex® II writers to be raffled off at the NCRA national conference in support of NCRF.
- We donate hours of training at the NCRA national conference, as well as other associations. In addition, we have donated free training to court reporters and court reporting schools.