

Berry Smith LLP



**Law firm invests
in new technology,**
TO MEET THE CHANGING
NEEDS OF MODERN
BUSINESS

With 100 staff and offices in Cardiff, London, Bristol and Bridgend, Berry Smith LLP required a digital dictation solution that enabled fee-earners the flexibility to work off-site with clients, while remaining productive. SpeechWrite Digital carried out a technical consultation and thorough systems audit and ultimately recommended a complete workflow overhaul, providing an adaptable solution to the needs of an expanding business.

THE CHALLENGE

The business had adopted a digital dictation process in 2007, but since then had expanded considerably. Now with nationwide offices, Berry Smith required a level of intuition and sophistication that the original system could not offer. In particular, with clients' needs becoming more complex and concentrated, Berry Smith's fee-earners needed to be able to process recorded files for transcription, whilst being out of the office.

Alison Hoy, Chief Executive for Berry Smith, explained the challenge: "The need for a flexible working practice for the fee-earners was becoming not only an internal requirement, but a commercial desire from the client. Having proved excellent standards of customer service, Berry Smith must be able to accommodate our clients' timescales, even when our fee-earners are working offsite; a 'portable' method of working is a necessity."

OBJECTIVE


- Flexible remote working dictation solution

SOLUTION

- Philips SpeechExec Pro Transcribe

THE BENEFITS

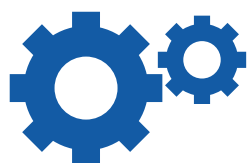
- Improved document turnaround time
- Efficient remote working
- Uncompromised security
- Ability to assign priority and security at recording stage
- Maximised clerical resources
- Multi-site work handling
- Optimised post-sales support and product training



“The secretarial software allows us to maximise their time, by outsourcing routine dictation files for transcription”

THE SOLUTION

Following the technical consultation and systems audit, SpeechWrite Digital recommended Berry Smith install a Philips workflow management system. SpeechWrite supplied, deployed and now supports over 60 units within the firm, including Digital Pocket Memos (portable dictation devices) and SpeechExec Pro Transcription software, for the firm's in-house secretaries.



“The secretarial software allows us to maximise their time, by outsourcing routine dictation files for transcription. This allows our secretaries to free up typing time, which can be better used to undertake more pressing and complex administrative tasks.”

Alison Hoy,
Chief Executive for Berry Smith

► Part of the technical consultation included future-proofing the business, by installing additional speech recognition modules and cloud storage within the platform, so the firm is geared for speech-to-text working and secure cloud functionality in the years to come.