



# Brewer Harding & Rowe

## North Devon law firm

INVESTS IN ADVANCED  
DIGITAL DICTATION  
TECHNOLOGY



Working with SpeechWrite Digital, leading North Devon law firm Brewer Harding & Rowe (BHR) has replaced its obsolete digital dictation system, adopting a new digital dictation and workflow solution across its four offices in Barnstaple, Bideford, Ilfracombe and Broughton. This new platform has been designed to maximise the capability of its clerical resources, to meet the growing needs of an expanding business.

### THE CHALLENGE

BHR has fee earners based at its four offices, generating memos and reports that require transcribing. The work is time-sensitive and confidential, so it's essential that it is routed securely and sense-checked or transcribed quickly.

Matt Cooper, ICT Manager for Brewer Harding & Rowe explained: "Brewer Harding & Rowe needed to bring the firm's offices together and enhance the limited workflow that the previous system offered. We had ample clerical support within our team, but the separate locations of these staff meant that work sharing was problematic and logistically difficult".

### OBJECTIVE

- To develop efficient workflow across four offices

### SOLUTION

- Philips SpeechExec Enterprise

### THE BENEFITS

- Easy file generation
- Improved sound quality
- Maximised clerical resources
- Uncompromised security
- Multi-site work handling
- Report generation for company analysis
- Optimised post-sales support and product training



“..the new Enterprise application...has resulted in a surge in company productivity...”

## THE SOLUTION

SpeechWrite Digital carried out a complete system review and following a comprehensive IT consultation, proposed a new workflow solution. The solution, SpeechExec Enterprise from Philips, is a workflow management system developed specifically for corporate environments. The platform incorporates the individual operation requirements of the fee earners, the processing needs of the clerical team and the system demands of the firm's IT administrator.



To assist swift forwarding, the channelling feature routes dictated files automatically to the most appropriate secretarial team, at any one of the firm's offices. This destination is assigned according to which office has the administrative capacity to provide a transcription service most efficiently, regardless of the location. Any routing decision considers all organisational elements, such as staff availability during holiday periods and sickness leave.

“ We are delighted with the new Enterprise application; this technology has maximised the firm's administrative resources and increased our clerical flexibility by making full use of our four operational offices. Tangibly, this has resulted in a surge in company productivity and a quicker response time to clients.”

Matt Cooper, ICT Manager for  
Brewer Harding & Rowe

► **BHR has deployed Philips SpeechExec Enterprise to the firm's 65 users across all four offices, as well as 22 SpeechMike USB dictation microphones – with measurable success in functional, operational and technical terms.**

For more information please contact our team:  
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