

Croftons Solicitors



**North West Top
Ranking Legal Firm**
CHOOSE SPEECHWRITE
DICTATION

In business since the 1840s, specialising in property since the 1970s, and even creating the legal documentation for one of the first housing associations; Croftons is a leading, specialist housing and commercial real estate law firm based in Manchester. Croftons are one of just four firms in 'tier one' in the latest edition of the Legal 500 directory Top Tier 2020. The companies "first rate" service to housing clients has seen them ranked as one of the very best law firms working in the sector for the fourth year in a row.

THE CHALLENGE

The four key areas of the firm, namely Housing Management, Housing and Re-generation, Commercial Real Estate and the Personal Injury Team all required a dictation workflow solution that allowed them to dictate work both in the office and remotely, and route the work to the appropriate person/team for quicker transcription turnaround times.

The property firm deals with a variety of different documentation including letters and memo notes through to billing and invoicing across all four teams.

OBJECTIVE

- Dictation workflow solution

SOLUTION

- SpeechWrite Enterprise

THE BENEFITS

- Ease of implementation
- Ease of use
- Flexible and mobile working
- Higher employee productivity
- Improved process efficiency
- Faster response to customers



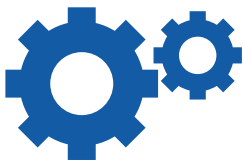
“We really cannot fault SpeechWrite ...and the technical support has been first rate.”



THE SOLUTION

After careful consideration and discussion with SpeechWrite, Croftons selected the SpeechWrite Enterprise Dictation Workflow Solution for their firm.

The Enterprise solution was chosen to allow Croftons to easily monitor and manage the workflow between authors and transcriptionists as well as benefiting from real-time file encryption (256 bit), password protection and secure file transfer which grants only authorised individuals to access documents.



Croftons fee earners record directly into their SpeechExec software using Philips SpeechMike dictation microphones which allows for quick and easy control of all recording and playback functions.

As well as using the SpeechMikes at the office, Croftons also have the facility for remote working which allows them to send recordings directly from the mobile phone app on their smartphone to their assigned transcriptionists.

Workflow processing system SpeechWrite Enterprise allows in-house central management, which means document processing can be easily controlled and monitored. Instant automation quickly routes files from recorder to secretary with a logged traceable audit trail.

Transcriptionists receive alerts whenever new recordings are assigned to them, making sure no important recordings are missed. These notifications appear on their screen in real-time in a discreet popup window.

► **SpeechWrite supported Croftons throughout the whole journey from software deployment, training, installation, and ongoing technical support.**

“ The SpeechWrite dictation solution has allowed our fee earners to concentrate on what they do best.. seeing clients... the admin work tasks are now prioritised efficiently and we benefit from much quicker turnarounds for documents.”

Head of Finance, Croftons

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