SpeechWrite

Digital Dictation | Voice Recognition

Everett Tomlin Lloyd & Pratt

South Wales law firm HAS DEPLOYED AN INNOVATIVE DIGITAL WORKFLOW SOLUTION ACROSS ITS THREE OFFICES

Working with SpeechWrite Digital, solicitors practice Everett Tomlin Lloyd & Pratt (ETLP) has updated its digital dictation system and enhanced its administrative systems by adopting a complete digital workflow solution, Philips SpeechMike Premium USB digital recorders and Philips SpeechExec Enterprise workflow management software. The impact was immediately beneficial, with the new system's flexibility being key to its success.

THE CHALLENGE

The firm's existing basic digital dictation package became increasingly inefficient. SpeechWrite was asked to find a configurable digital dictation solution more suitable for the network of three offices to provide inter-departmental document automation.

John Waldron, a consultant for ETLP, said: "An important feature of the new system was the ability to create flexible routing channels; we wanted to assign respective typing pools and be able to monitor overall clerical workflow effectively with the strategic option of re-distribution and balancing workloads. Additionally, our team had to have the option to access, contribute to and engage in the solution from our three offices and when working remotely – a practice that was becoming increasingly popular to meet clients' demands".

OBJECTIVE

- Inter-departmental document automation across three offices

SOLUTION

- Philips SpeechExec Enterprise

THE BENEFITS

- Simple file generation
- Maximised clerical resources
- Easy prioritising of workload
- Uncompromised security
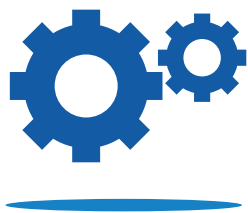- Centralised management
- Multi-site work handling

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PHILIPS

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"... guidance and support from SpeechWrite Digital has been second-to-none."

THE SOLUTION

The firm's clerical and administrative processes need to be efficient to allow fast turnaround of recorded reports to typed correspondence for distribution. Workflow processing system SpeechExec 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. Enterprises' templates enable company branded documents to be created speedily, while the familiar "Outlook" interface of SpeechExec Enterprise displays recordings in a list, which can be identified and filtered by author, length, priority and confidentiality. This profiling of recordings means that the author can allocate urgency to a pressing job or assign password protection to sensitive files - all at the initial dictating stage. This additional information also enables transcribers to prioritise their workload.

> ❝ The "job-list" interface of SpeechExec Enterprise has revolutionised our office management capabilities; it is now much easier to monitor departmental workloads and re-distribute where necessary – our downtime has been reduced to almost zero and the corresponding guidance and support from SpeechWrite Digital has been second-to-none. ❞
>
> John Waldron, Consultant for Everett Tomlin Lloyd & Pratt

▶ **SpeechWrite included optimised security features for protecting sensitive data and additionally gearing the system for speech recognition to increase the firm's future technology options.**

For more information please contact our team:
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PHILIPS