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case history

Dictation solutions designed to make your life easier

Solicitors look to the future with new digital technology

Ashton Bond Gigg, a firm of solicitors in Nottingham, has installed a DMS digital dictation system from Speech Processing Solutions (SPS), part of the OyezStraker Group. "We see this as a first step to move from a conventional tape system to digital dictation and then to voice recognition in the future," said Lorraine Wheatley, Practice Manager. "We believe that SPS is the company that will take us to the next stage of this development."

A smooth transition

The practice had been evaluating digital dictation for some time before they made a decision about fourteen months ago. "The cost of a new analogue machine was more or less the same as paying for a digital licence with all the benefits it would give us. We'd been speaking to SPS over a period of two to three years and knew that we wanted to go with them. It was simply a question of finding the time in a busy working schedule to install a new system, which is at the heart of our administration. In fact, we need not have worried. It was the smoothest installation we have ever had."



Full training and on-going support

"We were impressed at the ease of which both fee earners and secretaries adapted to the system. SPS carried out separate training and half way through the second day everybody, including those fee earners who had few computer skills, were up and running without any difficulty. We took away the analogue machines so that everybody moved across to the digital system at the same time, so nobody could revert back to the old ways of doing dictation," she explained.

Improved productivity

"It's made an enormous difference to our productivity as we are able to manage the workflow so much more efficiently. All the secretaries have access to the dictation and when they have completed their own work, they can go on to the system and take dictation from other secretaries. Although I oversee the system, the secretaries manage the workload very effectively between themselves. If I need to, it's very easy to see how much work each secretary has done, whereas previously the only way was to count up the tapes."

"Psychologically, it is much better for the secretaries if they can see what their workload is and how long it is going to take them. If they are presented with a tape late in the afternoon and they don't know what's on it, then the chances are that they will leave it until the following day. Now, if they can see there are some short file notes or emails, they will type them before they go home."

Since Ashton Bond Gigg installed the DMS system, they haven't needed to employ any temporary staff to cover holidays or sickness.

Built in flexibility

The system has been equally successful with fee earners. "In the past, if they left something out or forgot to say a document was urgent, then they had to put a file note on the tape. Now, they can go back to the dictation and add this information," Lorraine commented. "They can also see the status of their work without moving from their desks."

"We're very happy to act as a reference site for SPS because we thoroughly recommend the system and look forward to working with them as they develop new technologies in the future."



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