



We're now faster,  
more efficient and  
we're making savings.

## case history

Dictation solutions designed to  
make your life easier

**Barrett & Thomson**

## Digital revolution at Barrett & Thomson

"The Digital Management Suite from SPS is without doubt the answer for labour intensive legal firms, particularly those which handle a high volume of legal aid work. We're now faster, more efficient and we're making savings. My staff like it and the clients are happy. What more can we ask for from such a superb dictation system?"

## Improved productivity

An SPS digital dictation system (Digital Management Suite) installed by Speech Processing Solutions (SPS), part of the OyezStraker Group of which Stat Plus is a member, has revolutionised the working practice at Barrett & Thomson, Slough's oldest established firm of high street solicitors. For the first time, secretaries have caught up with the fee earner's dictation, whereas previously, they were always in arrears, sometimes up to 2 weeks. It was not unusual for them to finish work at the end of a week, knowing that they had to come back to seven old tapes before they started on the current week's typing, which was quite demoralising.

## Dictation on the go

Seventeen fee earners are now using the Digital Management Suite (DMS) from SPS of which two, who are mainly court based, dictate into mobile digital recorders. Their digital audio files are downloaded into the computer system when they return to the office.

Previously, Barrett & Thomson had an analogue tape system and secretaries worked from audio tapes. It was impossible for them to know what was on the tape and what was urgent. The DMS system from SPS lists all the jobs on the screen and the length of the dictations, so that they know exactly how much work there is and can prioritise it.

## Helping to reduce costs

Sunny Matharoo, Managing Executive and Head of the Matrimonial

Department says: "I was very sceptical when we first considered upgrading to a digital dictation system because I could not immediately see the advantages we would gain from our investment. However, I was quickly proved wrong. Suddenly we had caught up with the entire typing backlog and I wondered if we weren't generating as much work but

statistics proved quite the contrary. One of the biggest benefits has been in the reduction of temporary staff. The firm has always employed temporary secretarial staff to cover holidays and sickness, but within two weeks we had no further need for them. As well as saving us a massive overhead, we prefer to use our own staff, who are fully trained and understand our business.

Like any new technology, it has to be introduced sensitively and we had several meetings with the secretaries before the SPS system was installed. The lawyers, too, were rather nervous of change but everybody has embraced the system wholeheartedly and we've had very positive feedback.

## Better management and control

There are two reasons why the secretaries can get the work done more quickly," Sunny continued. "The first, I believe, is a psychological one. If it is

getting close to lunch break or going home time, then the chances are they wouldn't start on a new audio tape, whereas now they can look at the screen and pick up the shorter jobs. Secondly, I manage the system and this is very important to achieve maximum efficiency. I know that on average in all departments, except for conveyancing, where packs often have to be assembled, one minute of dictation equates to approximately five minutes of transcription. As I can see the workload for each secretary, I move the work around to make sure that nobody has too much or too little to do.



for further information call: 01908 62 64 18  
[www.speechprocessing.co.uk](http://www.speechprocessing.co.uk)  
[enquiries@speechprocessing.co.uk](mailto:enquiries@speechprocessing.co.uk)