

A black laptop is shown from a low angle, open. The screen displays a video of several seagulls flying against a clear blue sky. The same scene is also visible on a smaller laptop screen in the background. A light blue speech bubble with a tail pointing towards the bottom right is overlaid on the right side of the image. Inside the bubble, there is text. The background of the entire advertisement is a light blue gradient.

We knew that digital dictation would give us more flexibility, more productivity and save us money by reducing the number of temporary staff.

case history

Dictation solutions designed to
make your life easier

Digital Dictation provides solicitors with a flexible solution

Digital dictation is enabling both fee earners and secretaries at a firm of solicitors to work from home when necessary and send the dictation over the Internet to the office.

Buckles, which employ over a hundred staff at offices in Peterborough, Whittlesey and Stamford, have introduced the DMS digital dictation system from Speech Processing Solutions (SPS), part of the OyezStraker Group. Previously they had been using a traditional analogue dictation system with conventional tapes.



Improved productivity and less cost

"We knew that digital dictation would give us more flexibility, more productivity and save us money by reducing the number of temporary staff," said Michael Farrer, IT Manager. "The disadvantage of a tape-based system is that it is impossible to balance the workload because each secretary has to physically work her way through all the dictation on a tape. If a fee earner asks her to type a particular document first, then she has to play the whole tape to find it, whereas the DMS system allows all the dictation to appear on screen with a priority number. This enables overload to be re-allocated to other secretaries, who aren't so busy."

Buckles evaluated a number of digital dictation systems before choosing DMS. "At the time, it was the only system that was compatible with Thin Client, which is the network we use at our remote offices," Michael explained. "We introduced the system on a departmental basis. We tried it out with a small department first until we were totally confident before we broadened it out to larger users like conveyancing and family law."

Improved workflow management

"One of the most useful functions is that we can share out dictation if a secretary rings in sick. The same applies during holiday periods. It not only saves on temporary staff, it is much more productive to have the work done by our own secretaries who understand our systems. The firm's three-year strategy is to improve secretary to Fee Earner ratios. This will be achieved by using Digital Dictation to move away from a traditional one to one working environment to sharing secretarial resource across the business thereby balancing the workload.

The DMS system has a reporting structure whereby Buckles can see on a monthly basis how many pages each secretary has typed. As well as being able to monitor performance, it is also useful to highlight where training is needed.

Improved flexibility

"The ability to work from home is a big factor for us," Michael emphasised. "Fee earners find this very useful. Secretaries can also have this facility if they are on maternity leave or for some reason cannot come into the office but can work a certain number of hours a day."

The DMS systems has proved so successful that Buckles are currently looking at the outsourcing option offered by Speech Processing Solutions to handle overload and 'non-urgent' reports and other documentation, which have a substantial amount of typing.



for further information call: 01908 62 64 18
www.speechprocessing.co.uk
enquiries@speechprocessing.co.uk