

Winscribe Dictation Case Study: Legal Industry

Cooney Lees Morgan more than halves turnaround time with Winscribe Dictation

The Customer

Originally established in the Bay of Plenty, New Zealand, Cooney Lees Morgan (CLM) now employs over 35 lawyers and legal executives.

CLM has a wide range of expertise, working with large corporations, small to medium enterprises, local authorities and individuals spanning 3 main practice groups – Litigation, Commercial & Asset Management.



CooneyLeesMorgan

The Challenge

Like most firms using analogue tape systems, CLM recognised the need to move to a digital platform to improve efficiencies firm wide. Analogue systems were becoming increasingly difficult to source and maintain. It was evident that there needed to be a change to improve the current, manual process. In 2008, the firm began looking at digital platforms.

The Solution

The first step was to make a decision in principle on whether to go for the conventional digital portable (DP) solution, or the initially more costly but ultimately more efficient networked dictation (ND) approach. Consideration was also given to Speech Recognition but was not considered a suitable firm wide solution.

Influencing factors in CLM's thinking that pushed the company towards the ND approach were as follows:

Administration/ Management. The conventional DP approach requires significant ongoing administration whereas ND can be easily administered and managed in house.

Potential for highest efficiency and productivity. ND wins hands down.

Future proofing. The ND approach is continuously developed and able to grow with the firm and adapt to changing requirements, like Dictation for iPhone, new Windows Operating System, Speech Recognition etc., whereas the DP approach is more or less static.

Dictation input device independent. Some users prefer a digital handheld, while others prefer a tethered SpeechMike or their iPhone as the input device. Such flexibility is important for author acceptance.

The ND approach allows integration into Practice or Document Management systems.

The firm did research to compare Winscribe Dictation to alternative

BENEFITS

- More than halved document turnaround time
- Better work prioritization capabilities
- Greater visibility of work through Winscribe's performance and data reporting tools
- Increased Flexibility
- Improved author mobility and user acceptance due to integration with Winscribe for iPhone

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ND solutions from a technical and performance perspective as well as the support offering. The proximity to local support and the ability to deal face to face with a provider who understood the product well and who had many reference sites was one of the deciding factors for CLM to go with Winscribe Dictation and the New Zealand Sales Partner, Sound Business Systems Ltd (SBS).

CLM worked closely with SBS through the initial Proof of Concept. This involved a small user group, and once completed the decision was made to implement the Winscribe digital dictation system. "We really liked the product from the outset. Our IT environment (Virtual Servers/Thin Client/Terminal Services) was at the time somewhat non standard and we had a few issues at the start, but they were quickly sorted and the local support from

The Results

The results experienced since implementing Winscribe Dictation have delivered significant improvements over the old analogue system.

The increased visibility in regards to work in the system has been of huge benefit, and being able to share work amongst the team has been very beneficial. "Before Winscribe, it was very much a one on one scenario whereby the administration team members physically moved tapes back and forth all day. This was an incredibly time consuming exercise. Now it all gets listed into the typist queue, and when a team member has capacity they can pick up the job. Instantly, we saw work being turned around much more quickly, in some cases from a couple of days to less than one. Day to day administration is easy because of the extensive reporting capability of the system, so that we know what is actually going on with our workload. High

SBS was excellent" explained Chris Mayes, Practice Manager at CLM. Since the initial implementation, CLM have also opted for some of their lawyers to utilize the power of the Winscribe iPhone application, to further enhance staff flexibility. This addition means they have been able to offer their staff the ability to dictate at any time, wherever they are, or while on the go.

CLM allowed their staff to choose the dictation device they would prefer to use, with lawyers and Legal Executives using a mixture of Philips handheld digital devices and SpeechMikes in conjunction with Winscribe's PC based Typist and Author applications. "It was important that we allowed staff to use the device they were comfortable with, to ease the transition". Chris adds.

productivity and efficiency throughout the document creation process is pivotal to our business and Winscribe has assisted greatly in achieving this" says Chris.

Staff flexibility has also increased dramatically, with lawyers now able to dictate and upload work in real time from anywhere. Those lawyers that are using the Winscribe for iPhone application are able to dictate on the go, and send dictations directly from the device instantly, as long as an internet connection is available. "They really like it. They enjoy having the flexibility of dictating wherever they are located." Chris adds.

"All in all we are very pleased with our investment in Winscribe, which we believe will grow with our business in the years ahead."

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About SBS

Sound Business Systems is Winscribe's sales partner and distributor in New Zealand. With over 45 years experience in the field SBS specialise in an extensive range of voice and data solutions.

SBS provide innovative hardware and software solutions for analogue and digital audio, facsimile, PC based telephony and speech recognition technologies from the world's leading solutions companies. SBS pride themselves on providing the best customer service in the industry, as they acknowledge that their customers are the lifeblood of their business.

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*Practice Manager at
Cooney Lees Morgan*



winscribe **DICTATION**