

# Winscribe Dictation Case Study: Legal Industry

## Clark, Toop & Taylor uses Winscribe to meet customer deadlines and improve turnaround times by 25%

### The Customer

Clark Toop & Taylor (CTT) is an Australian law firm, with offices located in West Melbourne, Williamstown, Geelong and Preston. The company currently employs a total of 40 full time staff members.



As one of the most successful personal injury law firms in Victoria, Australia, CTT specialises in compensation law with practice areas covering medical negligence, workplace accidents, injuries and diseases and road accidents. CTT pride themselves on their customer service, with all lawyers and legal assistants being actively involved in every case to ensure the best results for clients.

### The Challenge

Before making the switch to Winscribe Dictation software, CTT was using an alternative Digital Dictation Transcription Module Software to manage the company's dictation work. The old system was originally implemented to improve firm-wide efficiency, however the software lacked reporting capabilities, was difficult to use, and limited file share to six folders. As a consequence, CTT experienced an underutilisation of resources, time consuming processes

and slower turnaround times that had a direct impact on their level of customer service.

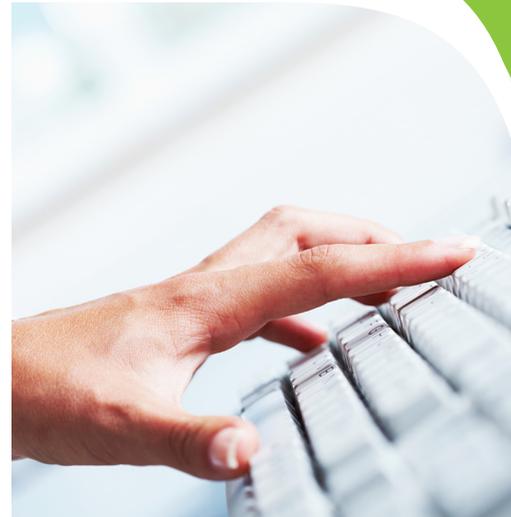
As CTT's Technology Officer Brad Shannon describes: "Our old system was digital, but the complexity and limitations of the software meant that I still had to manually manage workflows in the office, resulting in delays of up to 24 hours. Due to poor training and a lack of software support, implementation of the original software was not supported by the typists, and I would have to manually shift work around up to five times a day."

As the company expanded into 4 separate offices in 2010, and with iPhones being rolled out across the company, CTT had to search for a more flexible solution that could assist with managing remote typists and outsourced transcription. "We were looking for a solution that could help us to better manage and monitor dictation work, whilst also giving our authors the flexibility to dictate whilst moving across four offices" says Brad.

"The reporting functionality is brilliant! Within a matter of minutes you can access what the legal assistants in remote offices are working on and distribute work to offices that have lighter workloads."

#### Brad Shannon

Technology Officer  
Clark, Toop & Taylor



### BENEFITS

- 25% faster turnaround time
- Improved user adoption
- Significant cost savings
- Improved reporting
- Less need for IT support
- Improved client responsiveness
- One integrated system across four different offices
- Fee-earners now productive while on the move thanks to iPhone dictation app



# Winscribe Dictation Case Study: Legal Industry

## The Solution

Once the need for a new system was identified, the firm underwent a thorough period of research to compare Winscribe Dictation to alternatives on the market. Winscribe's attractive pricing model, the ease of implementation, and flexibility of the software to integrate with existing hardware and systems were deciding factors for CTT to go with Winscribe Dictation.

During the pilot period, Winscribe worked to test and identify the most optimal workflow configuration which would act as a basis for the full roll out firm-wide. Brad commends the level of local support given to CTT:

"Winscribe's support team did a great job, and were great to work with. The training for the software was great, with no real complaints. Our recent software upgrade was also seamlessly straightforward and supported with the relevant documentation."

Since the installation of Winscribe software, authors are given the flexibility to dictate to a device of their choice, in this case, hand-held Olympus DS5000 recorders or iPhone mobile devices. Dictated work is being uploaded to the Winscribe system where work is routed to the appropriate typist within transcriptionist pools.

The Reporting & Monitoring functionalities have also been heavily used, to enable the Practice Manager Peter Sheppard, and the HR Coordinator Louise Coad to manage the amount of work that each office is producing.

Brad believes that the reporting functionality has been very beneficial to the Head Office in managing the remote typists within the organisation: "The reporting functionality is brilliant! Within a matter of minutes you can access what the legal assistants in remote offices are working on and distribute work to offices that have lighter workloads."

## The Results

Since Winscribe has been implemented, the problems that the firm were faced with have been dramatically improved.

### 25% decrease in turnaround time

Due to the level of client uncertainty that exists in Compensation Law, the company philosophy is to encourage every legal assistant to spend extra time to understand their customers, so that legal assistants can directly assist clients in the event that the lawyer is on site. This requirement, in addition to poor dictation workflow management, has in the past led to slower turnaround times and missed deadlines. Since installing Winscribe, the overall turnaround time at CTT has decreased by 25%. "In the past, the default job turnaround time was four days, but after installing Winscribe, the overall turnaround time has decreased by 24 hours," says Brad.

### Improved Productivity

With Winscribe providing a user friendly system for both authors and typists,

from a productivity perspective there has been a marked increase in terms of completed documents being delivered to clients in a timely manner. "Since Winscribe was introduced, it has been easier to drive authors to do more dictation. At least two out of four authors who were previously low end users have now become high end users," says Brad. According to company reports provided by CTT, there has been an average 9% increase in dictated jobs, and 8% increase in completed typist jobs.

### Greater visibility and ease of management

The significant time and effort spent by Brad Shannon, CTT's Technology Officer, on maintaining and supporting the workflows within the office has significantly reduced after installing Winscribe. "From a job management perspective, work can now be redistributed and completed on time because there are options to set a finish or required by date."

The Winscribe reporting functionality and performance reviews aid the HR Manager in decision making when it comes to effectively distributing work to typists so that workloads are even – resulting in cost savings and happier staff members. "The quality of reports is excellent, with only some minor issues when we first installed the software, but these were resolved straight away" says Brad .

### Greater staff flexibility

The Winscribe system has allowed staff members to become more mobile as they can dictate while out of the office. Brad Shannon describes the iPhone applications as a brilliant cost saver: "The iPhone application is really user friendly, with all authors enjoying the flexibility of dictating whilst on the move between the four offices. The firm has also enjoyed significant cost savings as dictation work can be completed without the need to purchase additional hardware, like speech mikes."

[sales@winscribe.com](mailto:sales@winscribe.com)

[www.winscribe.com](http://www.winscribe.com)

Winscribe is a registered trademark of Winscribe Inc. All other trademarks are the property of their respective owners.

