

Winscribe Provides Immediate Efficiency Gains for New Zealand Police

New Zealand Police is the lead agency responsible for reducing crime and enhancing safety. They operate 24 hours a day from 400 community based police stations, throughout the country. By operating via land, sea and air and with nearly 12,000 staff they respond to more than 600,000, emergency calls each year.

The New Zealand Police pride themselves on the high standards of effective and efficient policing that protects the public and provides safer communities.

The Police, as an organisation, were outgrowing the old analogue tape systems and needed to find a new dictation process. In the Waikato region, they were experiencing a number of vital issues, including tapes breaking and lack of purchasing availability. Natalie Douglas, Area Executive Officer for the Police, explains: "We were finding it impossible to purchase new analogue tapes... A lot of companies had stopped manufacturing them, and at one point I only had six tapes left in the building, and was thinking, 'What am I going to do, and how are we going to continue to manage dictations?'"

This shortage in tapes meant they were re-using the remaining few multiple times, resulting in poor audio quality: "Re-using tapes meant they were often breaking because we had to use them so many times, which meant a definite decrease in audio quality" Natalie adds.

The New Zealand Police has staff on the ground in many regions within the Waikato district. Despite having typists throughout, some Police Officers did not have access to this resource and as a result would type their own work. With such a large area to cover finding a better way to utilise resource and improving document turnaround time was essential.

An important aspect from the typists' perspectives was the ability to better manage their dictation workload. Audio tape does not allow any visibility for how much work is on each tape. With many typists performing multi-functional roles, knowing exactly how much they need to dictate was important.

The Winscribe Solution

Winscribe Telephony and Winscribe Media Player

In early 2009, New Zealand Police began looking at alternatives to tapes and the different digital options available. Ultimately deciding on Winscribe after researching alternatives, Kate Gabriel explains why they chose the Winscribe system: "Winscribe had a very good reputation in terms of it being a great product and we could see that there is some real efficiency to be gained by using it." Kate continues: "Other staff within the organisation had used it previously

and found it to be very easy to use (in fact other districts were raving about it before we even got it), it was extremely cost effective, and had a good level of support behind it."

The Police currently use Winscribe's Telephony solution to record and send dictation via the phone system. Users' dial into a pre set-up phone number, follow the voice prompts to create and send dictation via any landline or mobile phone.

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BENEFITS

- Replace aging analogue dictation system
- Improve audio quality of dictations
- A simple solution that could be used remotely
- Allow typists better management of dictations

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Greg Dunn

Senior Sergeant
New Zealand Police

Winscribe Digital Dictation Case Study: Law Enforcement

"We installed a toll free number to make it as easy as possible for those out in the field that don't have company issued cell phones and made the prompts really easy to follow" Kate said.

In addition the Police use Winscribe's Media Player to transcribe interviews conducted by video. The typist can play back a DVD or video file and transcribe directly from it. Head Typist for the Western Waikato Ellie Reid, says it is a great tool: "It has been really good, very easy to use and definitely better than the old way of doing things via video tape."

After trialling the Winscribe System with a few selected Authors, the Police implemented a staged roll out region by region with the aid of Winscribe's New Zealand based distributor, Sound Business Systems. Change Manager, Senior Sergeant Greg Dunn was impressed by how easy it was to switch to Winscribe: "The implementation process was made very stress free by both Winscribe and Sound Business Systems. Everything they said they would deliver was done, and it was done on time. It was one of the easiest implementations I've been involved in."

"I think the system is excellent, very easy to use...and you can't lose things....I am happy to tell anyone, use Winscribe."

Gale Johnson

*File Briefing Officer
New Zealand Police*

Bottom Line Results

Targets met, expectations exceeded

Since installing Winscribe, New Zealand Police have realised the benefits of Digital Dictation.

Replacing Old Technology

Kate Gabriel, Policing Development Manager explains: "The old way of doing things was just not efficient, Now we have staff out on the field and they often come back into the office at the end of the day and their work will already be done and there waiting for them, versus having to come back into the office to do their dictations."

New Zealand Police have seen how Winscribe has improved confidentiality, Kate Gabriel: "We are constantly dealing with highly sensitive information and being able to dial into the system, dictate and send straight away means there is no room for confidential tapes to be compromised."

Improved Document Turnaround Time

Natalie Douglas, Area Executive Officer for the Police explains how Winscribe has significantly reduced the time it takes from dictation to completion of the transcribed document: "Previously, Officers might have a tape sitting on their desk for two days or more and physically have to hand it to the typist, and then it would be at least another day. Then all of a sudden jobs would become urgent." The Winscribe system has stopped this and brought impressive results as outlined by Natalie: "We have done some statistics which show an average turnaround time of about 17 hours, which for us anything under 24 hours is very impressive, especially given that some of the dictations we put through are quite hefty."

Sharing the Workload

With typists situated throughout New Zealand,

Winscribe proved to be a valuable tool during the crime wave in mid 2009. "Winscribe was just brilliant timing for that. We had the crimes occurring in one region, but a typist from another area was able to jump in and help out with the many dictations that needed to be typed and getting them back the same or next day. Using the old system, it may have taken months for the local typists to keep up with that additional work," Natalie Douglas. Detective Chris McRae adds: "Winscribe definitely showed it's worth when those homicides were happening. We were sending through files and the paperwork was there by the end of the day. So yes, now I'm most definitely a fan of the Winscribe system."

Staff Satisfaction

Winscribe has positively changed the way people work. Police Officer Shane Carson explains how Winscribe has freed him up to spend more time on the streets: "The Winscribe system works really well, I never used to carry a dictation device with me, and would always have to come back to the office to dictate. Now it's really great to just make a phone call and send it. I'll come back to the station and it's done when I need it."

For Ellie Reid, Head Typist for the Western Waikato, Winscribe and the high audio quality have enabled her to manage her workload more effectively: "When I came back from leave, I was incredibly busy... With Winscribe, I was able to see what jobs I needed to get done, how long they were etc, so it just gave me a lot more visibility. It allowed me to plan and manage my day so much."

Gail Johnson, File Briefing Officer agrees: "I think the system is excellent, very easy to use...and you can't lose things....I am happy to tell anyone, use Winscribe."



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