

Case Study:

Medium Sized Solicitors Practice

Digital Dictation and Transcription



Introduction

This case study describes a conversion, undertaken at a medium sized solicitors practice, from tape and paper based dictation systems to a digital system.

History

The client had, for a number of years and not unlike other practices, been using paper and tape based methods for dictation and transcription. A Partners decision was reached that digital methods should be implemented to negate lost files and to introduce a much greater level of tracibility and quality assurance. This, it was envisaged, would contribute to maximum client satisfaction service levels.

Feasibility Study

The client approached M.A. Systems Solutions to undertake a feasibility study to determine the most appropriate way forward.

The initial outcome of the investigation highlighted the main deficiencies:

- no workflow management
- no confidentiality of client papers
- no guarantee of transcription
- no traceability
- files were being lost (an entire weeks work for one secretary, who was on holiday, was discovered at the back of a filing cabinet on one occasion)
- Tapes became degraded and the quality of the recording became poor

The Way Forward

After accepting the findings of the feasibility report, the partners instructed M.A. Systems Solutions to implement a solution to the problems that were discovered.

The main benefits that were evident, almost immediatley after implementing the digital system were:

- quicker document turnaround
- matter prioritisation
- enabled secretaries to quantify their work load (tape based systems didn't allow a determination of the amount of dictation on the tapes)
- overflow management
- recording quality was clear and consistent

Conclusion

As far as the basic set-up costs were concerned, installing digital dictation for a secretary and fee-earner wasn't that much greater than a conventional dictapone, headset and foot pedal. Digital is slightly more, but given the maintenance and possible business costs of equipment and tapes, these costs were recouped well within a year.

For further information, please don't hesitate to contact us.

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