

The background of the cover features a hand with the index finger pointing upwards, touching a glowing white arrow that rises from the bottom left towards the top right. The arrow is superimposed over a bar chart with three bars of increasing height. The overall color scheme is dark blue with a bright light source at the tip of the arrow, creating a sense of upward movement and achievement.

PHILIPS

Dictation

From surviving to thriving

Three actions to rebound
from the crisis

E-Book

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It has taken a pandemic to force legal firms and other traditional office-based services industry to implement digital transformation decision on a short timeframe. As businesses are still adapting to the new changes, they still need to be mindful of what's on the other end.

Now is the time to devise a stable model for the future. Digital technology has been aiding businesses to pivot through. We investigated the experiences of our most successful customers and lined up three key actions that helped their firms manage through the uncertainty caused by the Covid-19 pandemic and paved the route to rebound from the crisis.

1 Focus and innovate on what matters: your clients and employees

No matter what kind of professional services you provide, your firm is expected to deliver expertise and value to your clients. This is the optimal factor to make your business flourish, so shift the focus from what your firm's needs to your client's needs. To achieve that, maximise the talent, time and productivity of your firm's employees. Admin and record-keeping work are time-consuming, but also a necessity. In an age of unprecedented innovation, this is where technology can help your staff mitigate the time and energy spent on admin work. Instead, devote themselves to work that delivers real impact to the firm – expert analysis, client responsiveness, better services portfolio, new business, client value and loyalty.

Speech technology is a great ally to help your firm automate document creation and handle back-office task delegation through digital dictation. This means that a team of lawyers, for instance, can send tasks to a secure workflow system and check the status of work at any time, allowing them to better communicate with their clients; while office administrators make use of speech recognition to accelerate work completion and make the most of resource capacity. It saves everyone valuable time to focus on improving the quality of work generated by the firm.

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2 Drop old working practices that hinder the future

Innovation perfects your service portfolio and client delivery. The right talent will help you secure valuable business. Innovation and expertise, however, do not thrive in environments with outdated working practices. The last few months have changed the work environment from desk-bound to remote working. Now organisations worldwide are fostering a hybrid working module, allowing employees to choose to work however and wherever they are most productive. Equipping staff with modern tools and efficient processes will help retain the focus on bringing value to



the firm, despite the work location. Voice-integrated systems, such as digital dictation and transcription flows creates a virtual workflow, providing a centralised view of all work tasks via desktop or mobile while adhering to client confidentiality requirements in a secure platform.

By leveraging the right tools, irrespective of their locations, professionals and admin support teams can manage their time and responsibilities, billable hours, reallocation of tasks and client commitments as efficiently as before. As a result, internal and external communication is faster and more accurate, ensuring all staff are setup for capable team working and best-in-class virtual collaboration.

3 Use technology to improve staff collaboration and work flexibility

To create a successful journey to a thriving business, staff must work with greater flexibility and location independence. Team members need to be able to work together effectively, no matter where they are. By using speech-to-text systems to handle back-office task delegation, such as document creation, billing support and calendar management, employees are not limited to working within the walls of a building or within traditional office hours. These voice-integrated workflow solutions can be either integrated with any case management system or work alongside it through the cloud. Simple solutions like these considerably reduce bottlenecks caused by manual processes and handoffs, thereby increasing your firm's overall time efficiency, quality of client services and profitability.

Undoubtedly, we are amidst a very tricky time. Both customers and businesses are re-evaluating on how to utilise their budget best. It is essential to invest in those technological solutions that will not only cater to the business objectives but also be agile to sustain any rapid and unprecedented changes to facilitate long-term outcomes.

More than four million users worldwide work with Philips speech-to-text products. Additional to dictation and transcription work flows and speech recognition solutions, Philips smart digital devices deliver best-in-class speech recording capabilities. For more information on how Philips speech-to-text solutions can help you increase overall time efficiency and profitability visit www.philips.com/speech.

