



PHILIPS

Dictation

Remote working

Get the most of your
virtual team

E-Book

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Companies that had already implemented agile working, where staff work together across different locations and outside traditional office hours, hardly lost productivity when employees had to work from home due to the Covid-19 pandemic. The benefits of agile working are huge – savings on real estate, reduction of travel costs, and the addition of hours to people's days by decreasing their commuting, which generally makes employees happier and more engaged.

But getting the most of virtual teams means that it's necessary to prepare the grounds for better communication, collaboration and flexibility to flourish. To help you on this journey we have looked into real-life examples of our most successful customers in the professional services industry, and lined up four common traps to avoid when managing or performing in a remote working team.

Outdated technology

Dated equipment, end-of-life software, inadequate technology and the overall use of not fit-for purpose solutions have a significant negative impact on collaboration in virtual teams. Very often, firms do not have technology consistency across all locations, and employees working from home do not always have access to the same devices, connectivity and business applications as they do in the office. This lack of consistency can have a serious impact on productivity. Agile working never succeeds if not backed up with the investment needed to support staff, wherever, and however they work.

Tip:

Use Cloud tools and applications so that all team members have the same ability to perform regardless of time and location. These tools should be easy to use and implement. After all, a cumbersome setup and long training sessions mean additional effort and valuable time are spent on something other than productivity.

Poor communication

As communication takes place virtually, solutions that facilitate effective ways for staff to connect and collaborate are required. Since personal contact is lacking, information can be misinterpreted or lost in the multitude of communication channels. Inconsistencies and errors are particularly likely to arise when, for example, team members work in parallel on documents that have different updates and statuses.

Tip:

Organise one-on-one meetings from time to time or include more personal components in virtual meetings. Set conventions and rules, for example regarding action times or where to store/share data. Modern, webbased speech technology solutions can be especially useful in this process. Digital dictation and transcription flows automate document creation and handle back-office task delegation, giving team members a centralised view of all work tasks, updates and statuses via desktop or mobile.



Manual processes

Manually handling record-keeping and admin work creates unnecessary bottlenecks and eradicating time efficiency. Whether it be internal or external documents or correspondence, the completion of a work task cannot depend on staff either posting or physically handing out data on to others within the firm. If this is the case, the business must seriously rethink their work flow process in order to improve time efficiency and productivity.

Tip:

Implement web-based applications that integrate dictation, transcription and speech recognition to document creation. They allow professionals such as lawyers, accountants, surveyors, consultants, etc to send work tasks to a secure platform, where their dictations are intelligently turned into text and routed to the right admin staff to complete. As a result, internal and external communication is faster and more accurate, ensuring all staff are setup for effective team working and best-in-class virtual collaboration.

Workarounds and data security

Sending confidential work to a “free” file hosting service might address a need to transfer data between staff in different locations, but it can cause a mammoth headache for someone else in the firm who has to deal with a potential fallout of a data breach caused by information being exposed to cyber-attacks.

Tip:

Design for purpose systems better protect your data and are more efficient and cost effective in the long run. Voice-controlled document creation platforms cater for remote working by allowing team members to send work to a central flow, where they are automatically routed to the right admin staff and can be tracked through to completion, while adhering to confidentiality requirements. These systems can be on premises or through the Cloud and have built-in strong security functionalities that protect data at rest and in transit.

Why Speech Technology?

On average, people can type 50 words per minute with the ten-finger system, whilst speaking at least 120 words per minute at normal pace.

This means that speech technology tools let users create documents and memoranda of all sorts – emails, letters, reports, protocols, notes, estimates, billing hours, etc – three times faster as typing it on a keyboard – and without worrying about typos!

Why is this important for better productivity?

For professional services firms time efficiency is key to increasing profitability. Time invested in labourintensive admin processes only leads a business to profit loss, caused by unmanaged workloads, poor client responsiveness, deficient service delivery and low staff morale.

In an age of unprecedented innovation, speech technology can help employees mitigate the time and energy spent on admin, and instead devote themselves to work that delivers real impact to the firm, such as expert analysis, fast client responsiveness, exceptional servicesportfolio, great service value, client loyalty, and valuable new business.

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 can help you increase overall time efficiency and profitability visit www.philips.com/speech.

