

PHILIPS

Dictation

eBook



Speech-to-text that will leave you speechless

How voice-based document production
helps your firm win more business

www.philips.com/speech
info@speech.com

In cooperation with:
 **NUANCE**

To win new clients in a digital world legal firms are expected to deliver high service levels at great value; and fast, personal and expert responsiveness can be the difference between winning or losing business. Top performing firms are successful not only at employing talent, but they also know the importance of speed and accuracy during client interaction to build positive relationships.

Throughout the lifecycle management of a client, a great deal of correspondence and documentation is produced. This briefing explains how a speech-to-text document production process can transform client responsiveness and help the firm win more business.

Work visibility

Lawyers can deliver the expertise. It is, however, the improvement of staff collaboration what gives the documentation process the necessary efficiency to deliver a fast and personal client response. When fee earners, secretaries, admin teams and managers have visibility of the priority, status and type of work coming through the pipeline, urgent client requests can be easily accommodated without regular work being neglected.

Admin and record-keeping are part of any legal firm, but no one can manage what they are not aware of. Successful firms build internal processes that ensure the right staff are doing the right work and collaborating in the right way. If their time and performance are captured correctly throughout this process, the business will have the means to keep clients happy and profits high.

Back-office functions

A deficient internal process leads back-office teams to spend far too much time and energy on billing and manual admin work. Worse still, it can result in errors that affect the firm's profitability. The client's address might be wrong, the bill is formatted incorrectly, fee earners' time is poorly recorded - before you know it, hours were wasted on what should have been simple steps.

Equipping staff with tools that automatically show, track and redistribute work will significantly improve back-office operations. Speech-to-text document production eliminates error-prone manual processes and tedious delegating tasks. All work tasks are displayed on a single platform, and the system automatically monitors and reallocates work based on availability of staff, regardless of their geographic location. Internal bottlenecks caused by manual systems are erased, enabling accurate record-keeping and a fast and efficient workflow.

Staff collaboration

High performing teams do not thrive in environments with obsolete working practices. Companies must capacitate their staff to work together effectively no matter where they are. Automated document creation intelligently reallocates the workload, enabling firms to support flexible working arrangements. This allows staff to work remotely at variable hours without losing productivity, to accommodate childcare and home schooling, for example.

The latest digital dictation systems integrate document production and speech recognition. This provides lawyers, secretaries, assistants and managers with a centralized view of all work tasks and status via desktop or mobile. Intelligent assignment of work is based on demand, spreading workload evenly amongst teams. In addition, statistics tools provide in-depth information on staff productivity to detect instances of underperformance or under capacity.

Productivity and Resourcing

Manual document creation processes don't facilitate collaboration and allow information to remain buried in personal machines or, even worse, kept exclusively on people's memories. This will leave lawyers in the dark on what resources are available when dealing with pressing clients requests. Consequently, turnaround times and services levels will be severely affected. In a digital market where clients demand high value and attention firms simply cannot afford substandard customer care.

Digital documentation platforms that integrate voice-to-text and statistical tools provide factual data on staff productivity. This is essential when making educated resourcing decisions. Speech recognition enables lawyers to complete outstanding work much faster, while the intelligent workflow gives admin teams a holistic view of all



tasks to complete. Data and documentation are generated in real-time and customizable to each client. Legal vernacular speech recognition removes time-consuming editing and correction, leading to a faster work turnaround and better client responsiveness.

Affordability and easy maintenance

Due to widespread advances in voice technology and mobile applications, enterprise dictation platforms that integrate specialized speech recognition are highly affordable and easy to maintain. The technology is Windows, Citrix and VMware friendly, fitting in with virtually any business applications and case management systems, saving IT hours of configuration.

Central administration allows remote management of users' settings, firmware, updates, backup and restore operations, keeping interruptions at a minimum. Data is encrypted end-to-end both in transit and at rest, ensuring confidentiality and compliance. The solution can be deployed on premises or in the cloud, opening access to a powerful speech-to-text documentation tool available to firms of any size.

More than four million users worldwide work with Philips speech-to-text products. Additional to dictation and transcription workflows 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.

