

The background of the advertisement is a photograph of a row of terraced houses in a residential street. A wooden signpost stands in the foreground, holding a large sign that says 'sold'. The sign has a dark blue top and bottom section and a red middle section. The text 'sold' is in white. In the top left corner, there is a white box with the Philips logo and a blue box with the word 'Dictation'. Below that, in a smaller blue box, is the text 'Success story'. At the bottom, there is a large white text overlay.

PHILIPS

Dictation

Success story

sold

**A flexible and
cost effective
document
creation solution**

The facts

The customer

PCS Legal, Essex, United Kingdom
www.pcslegal.co.uk

Philips partner

Dictation Machine Company Ltd
www.dmcl.co.uk

The solution

Philips SpeechLive cloud dictation solutions

Philips SpeechExec transcription set LFH7177

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We found the SpeechExec solution far more efficient than our previous choice of recording equipment; delivering a much easier to understand solution.

Rachel Nelson
PCS Legal

One of the largest conveyancers in Essex, PCS Legal wished to replace their current analogue tapes with an advanced dictation solution.

An established firm of Licensed Conveyancers and Probate Practitioners, PCS Legal is one of the largest conveyancing companies in Essex. Employing approximately 85 staff across their five offices – three are in Basildon, one in Ongar and one in Wickford. Regulated by the Council for Licensed Conveyancers (CLC), all employees are highly trained and dedicated to providing an excellent level of customer service to their valued clients. PCS pride themselves on professionally dealing with all aspects of their clients' transactions.

Switching from analogue tapes to digital document creation

Having previously used analogue tapes and Grundig recorders, PCS used a large pile of files that were placed on the shelf for typing in order. Finding it difficult to fast forward, PCS staff also found searching for an urgent dictation difficult. In addition, damaged tapes caused major issues. These factors proved problematic; often causing time delays. Staff often found that damaged tapes resulted in work being repeated, plus fast forwarding tapes wasted a lot of time too.

Deciding that it was time to modernise their methods of transcriptions, PCS wanted a system that would be simple; easy to use and install. Choosing to assess two different products, PCS finally selected Philips SpeechLive and the



SpeechExec transcription set LFH7177. PCS's authors use the Philips voice recorder app on their smartphones to record and send the voice files to SpeechLive. The secretaries access the files through the SpeechLive portal and get the transcriptions done using the transcription set. This combination enabled the company to take advantage of a modern document creation solution which was both flexible and cost effective.

An effortless and advanced cloud solution

Designed to be intuitive, staff found the combination of SpeechLive and SpeechExec transcription set increasingly efficient and simple to use. Data is easily and proficiently managed through SpeechLive's workflow process. The foot control which comes with the transcription set can be used comfortably for long periods of time thanks to its ergonomic design. The secretaries also liked the lightweight stereo headphones which were

comfortable to wear. The system has a priority setting and notifications for when staff need to access urgent recordings.

Another factor that was particularly beneficial to PCS Legal was that the Philips technology would complement their current Windows capability. Around 30 authors and secretaries were set to use the equipment, which meant that the solution needed to be simple to use across the organisation. A critical success factor for their customer's business, PCS were particularly pleased with the more efficient and fast process. Not only that, but muffled tapes that could not be understood were eliminated too.

PCS Legal were particularly impressed with the difference from using the Philips' dictation products; with many staff commenting of how much easier that they were to understand as opposed to analogue tapes.

