

PHILIPS

Dictation

Success story

69 CARTER LANE

Taylor Rose adopts Philips SpeechLive

for efficient dictation and
speech recognition

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4. Taylor Rose MW
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The challenge – outdated systems and hidden costs

Taylor Rose, a large law firm with over 200 users, was using a traditional dictation system for years but wanted to modernize and move towards a true cloud-based solution. The firm sought a system that was easy to use, offered transparency in pricing, and included robust mobile capabilities without hidden costs.

Their previous provider, charged extra for mobile apps and desktop applications, adding to their operational expenses. They needed a more streamlined, cost-effective solution that would ensure smooth workflow management and enable them to scale easily in the future.

The solution – Philips SpeechLive and speech recognition

In February 2024, Taylor Rose adopted the Philips dictation and speech recognition solutions, which offered a seamless cloud-based system for their dictation and transcription needs. The solution was chosen for its easy implementation, user-friendly interface, and the flexibility to work from any location. Solicitors dictate through the mobile app, while secretaries equipped with headsets, handle transcription.

Taylor Rose’s workflow combines real-time and back-end speech recognition, offering flexibility in how dictations are processed. The firm also benefits from the solution’s robust cloud infrastructure, which has operated without downtime since its deployment. Additionally, significant cost savings were achieved by including both mobile and desktop applications in the standard pricing, unlike their previous provider.

The facts

The customer

Taylor Rose
Peterborough, United Kingdom
www.taylor-rose.co.uk

Philips partner

Speak IT
www.speakit.co.uk

The solution

Philips SpeechLive web dictation and transcription solution with speech recognition
www.speechlive.com



We are pleased to be using Philips SpeechLive as a cloud based platform for our dictation requirement. The advantage of advanced speech to text technology is a key step in our digital transformation.

We look forward to developments within SpeechLive including integrations with other systems to bring about greater efficiencies in our working practices.

Annemarie Pye
Operation Director





Seamless implementation – a smooth transition

The transition from their previous provider to Philips SpeechLive was straightforward and handled with ease. Philips worked closely with Taylor Rose to ensure a smooth integration into their existing systems.

Philips Account Executive Ryan Prins developed specialized features tailored to the firm's needs, such as tracking which secretary was working on which transcription. The project was well-executed, with all users being onboarded efficiently into the new system.

Since adopting Philips SpeechLive, Taylor Rose has reported high satisfaction with the system. The firm appreciates the system's simplicity,

reliability, and quality audio output. The cloud-based solution has also provided the ability to report on workloads and reassign tasks when necessary, contributing to improved efficiency within the team.

Although Taylor Rose handles transcription in-house, they have found great value in the integrated speech recognition capabilities, which allow solicitors to dictate directly into applications or proofread documents after transcription.

The firm has future-proofed its investment as SpeechLive can be integrated with their document management system, Net Docs, further ensuring the scalability and longevity of the system.

The results – increased efficiency and cost savings

Since adopting Philips SpeechLive, Taylor Rose has seen a significant improvement in their dictation and transcription workflow. The firm has been extremely satisfied with the solution, citing the ease of use, excellent audio quality, and flexibility in switching between transcription methods as key benefits.

Major benefits



Cloud-based and scalable

Philips SpeechLive's cloud infrastructure allows for seamless dictation from anywhere, providing a reliable system that has experienced no downtime.



Transparent pricing

Unlike their previous provider, Philips SpeechLive includes mobile and desktop applications at no extra cost, offering clear pricing that helps control operational expenses.



Flexible workflow

The system allows solicitors to choose between traditional transcription, real-time speech recognition, or speech recognition with proofing, offering flexibility that fits the varying needs of the team.

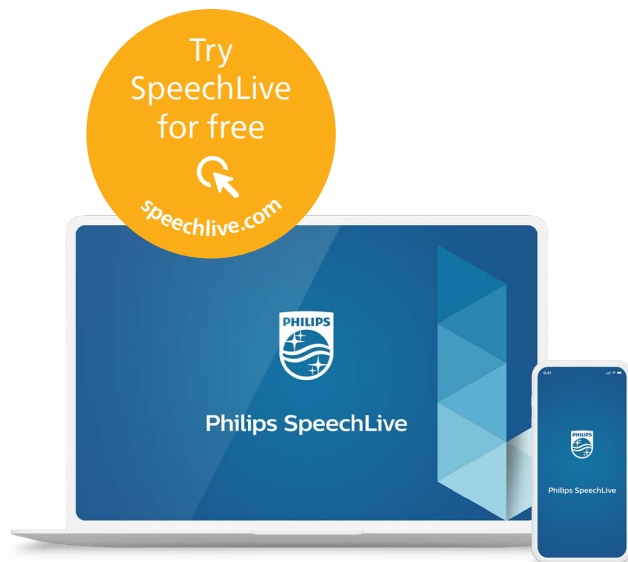


Comprehensive reporting

The ability to report on workloads and reassign tasks as needed helps optimize the firm's internal resources and improve overall productivity.

Philips SpeechLive has transformed the way Taylor Rose manages dictation and transcription. The firm has gained a more flexible, scalable, and cost-effective solution that meets their current needs and positions them well for the future.

By implementing a cloud-based system with built-in speech recognition and real-time transcription capabilities, Taylor Rose has significantly improved its internal processes, enhanced productivity, and ensured their operations are future-ready.



A solution tailored for legal firms

Taylor Rose would highly recommend the cloud-based dictation solution with built-in speech recognition from Philips to other law practices. Key advantages include the absence of hidden costs, transparent pricing, and the inclusion of mobile recording and transcription features, all of which were lacking in their previous system.

Looking ahead, they plan to expand the use of this solution, with more users expected to join in the near future. The company is confident that the platform, integrated along with tools such as their Net Docs document management system, will continue to meet their needs as they grow and evolve.

About Taylor Rose

Taylor Rose is a top 60, award winning independent firm of solicitors in the UK, with over 1,700 experts operating from over 20 offices nationwide. The firm provides a comprehensive range of personal and commercial legal services, with a focus on innovation and client service.



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