

Custom Speech USA™ Case Studies Dictation and Transcription System for Law Firm

Background

Law firm wanted to upgrade to PC-based dictation and transcription.

Case Study

Vendor/Client

Custom Speech USA™ for law firm in Fort Smith, Arkansas

Overview

The law firm provides legal services in Arkansas and Oklahoma. The law firm needed a PC-based dictation and transcription system that integrated with preexisting word processors, and the newly installed time and billing software Time Matters. There was interest in dictation products that were easy for lawyers to use, including a handheld microphone with the familiar slideswitch mechanism for play, rewind, and fast forward.

Components

- Command!™ Dictation Workstation x 7
- Command!™ Transcription Workstation x 4
- Command!™ Standard x 1

Installation

Command!™ dictation and transcription workstations were installed for use by 7 attorneys and 4 secretaries. Six of the dictation workstations included Command!™ Workstation, CustomMike™ software sound recorder, and Philips slideswitch microphone. One of the dictation workstations included Command!™ Standard for administration of the system. The transcription workstations included Command!™ Workstation, PlayBax™ playback software, and a standard transcriptionist footpedal. Most of the system configuration of the Command! workflow manager was performed by Custom Speech USA™ in Crown Point, IN. The preconfigured system was placed on an FTP server for download and installation.

The customer provided user IDs, passwords, and workflow information. The transcription workstations were configured to work with both Microsoft Word 2000 and WordPerfect 9, depending upon the preference of the transcriptionist. Command!™ workflows were created that would route each attorney's dictation to a specified transcriptionist, or to another transcriptionist or transcription pool in the event of overload. Integration with Time Matters at the transcription workstations was available.

Benefits

- "Factory" customized and preconfigured system for rapid installation and use by customer
- PC-based dictation and transcription
- File management, document retrieval, and time tracking
- Easy integration with preexisting software

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We teach computers how to listen®

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