

## Custom Speech USA™ Case Studies Digital Dictation for Legal Department of Real Estate Company

### Background

Legal department decided to upgrade to digital dictation from old microcassette system.

### Case Study

#### Vendor/Client

Custom Speech USA™ for real estate and signage company in Merrillville, IN

#### Overview

The company is a large, privately held corporation that owns a large hotel and entertainment complex in Northwest Indiana, a national multi-family residential development company, multiple family entertainment and fun centers in the U.S., a large private gated community in Crown Point, and overseas sign companies. The legal department was using cassette tapes that were physically delivered to the transcriptionists by the dictating attorney. Paper copy was returned to the attorney for review, approval, or return to transcriptionists for rework. The IT department suggested an upgrade to a PC-based dictation and transcription system.

#### Components

- Command!™ Dictation Workstation:
- Command!™ Workstation (upgraded to Office version)
- CustomMike™ x 1
- Philips slideswitch microphone (LFH 6264 USB) x 1
- Command!™ Transcription Workstation:
- Command! Workstation x 2
- PlayBax™ x 2
- 3-position footpedal x 2
- Transcriptionist Stereo Headset x 2
- Command!™ File Monitor Server

#### Installation

Software and workflows were downloaded from the internet. Offsite support was provided by telephone and remote administration with VNC. The digital workflow follows the old system. The lawyer dictates using the Command!™ Dictation Workstation. Dictation is routed on a workflow to the transcriptionists and returned to the lawyer for review, approval, or rework. The transcriptionists use Word. The systems were installed on Windows XP Professional. Another option provided uses a workflow with File Monitor and Olympus handheld recorder. Client later updated system after installation of Windows Server 2003.

#### Benefits

- Cost-effective PC-based dictation and transcription
- Integrates inexpensive off-the-shelf Philips microphone and Olympus handheld recorder

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We teach computers how to listen®

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