

Custom Speech USA™ Case Studies SpeechProfessional™ for Town of Munster, IN

Background

Local government town manager wanted to upgrade dictation system to speech recognition.

Case Study

Vendor/Client

Custom Speech USA/Town of Munster, Munster, IN

Overview

Munster is in Northwest of Indiana, approximately 20 miles southeast of Chicago. Population is 19,949. Chief businesses include factories, distribution centers, health care, and high tech. The Town Council appoints a town manager, who is responsible for the day to day management of the town--hiring of personnel, administration of bidding process, overseeing the town's various departments, and information and data services. The town manager wanted to upgrade the dictation system to speech recognition. Editing of reports would be done by transcriptionists, as well as the town manager and an assistant.

Components

- Command!™ Dictation Workstation x3
- Command!™ Transcription Workstation x3
- SpeechProfessional™ Introductory Package
- SpeechMax™ Advanced x2
- Dragon NaturallySpeaking v. 6.0
- IBM ViaVoice Pro v. 8.0 Runtime
- Platinum Maintenance Support (20 hrs.)
- On-Site Training

Installation

SpeechProfessional™ included SpeechMax™, SpeechServers™, acWAVE™, and workflow manager. The Dictation Workstation included a Philips SpeechMike, CustomMike™ software sound recorder, and a Command!™ workstation. The Transcription Workstation included a 3-position footpedal control, PlayBax™ audio playback software, and workstation software. Separate computers were available for transcribing using the Dragon and IBM speech engines. Based upon specifications, the system was preconfigured by Custom Speech USA™ tech support and downloaded from the internet by the customer. Final output was a Microsoft Word document.

Benefits

- "Factory" configuration of workflow by trained Custom Speech USA™ personnel
- Uses off-the-shelf Philips, Dragon, and IBM software
- "Dual-engine" processing for more rapid edit of speech recognition text
- Scalable, flexible, and upgradeable with other components such as telephone dictation

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We teach computers how to listen®

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