



Case study

MKB Solicitors embraces the benefits of cloud-based digital dictation

Challenge

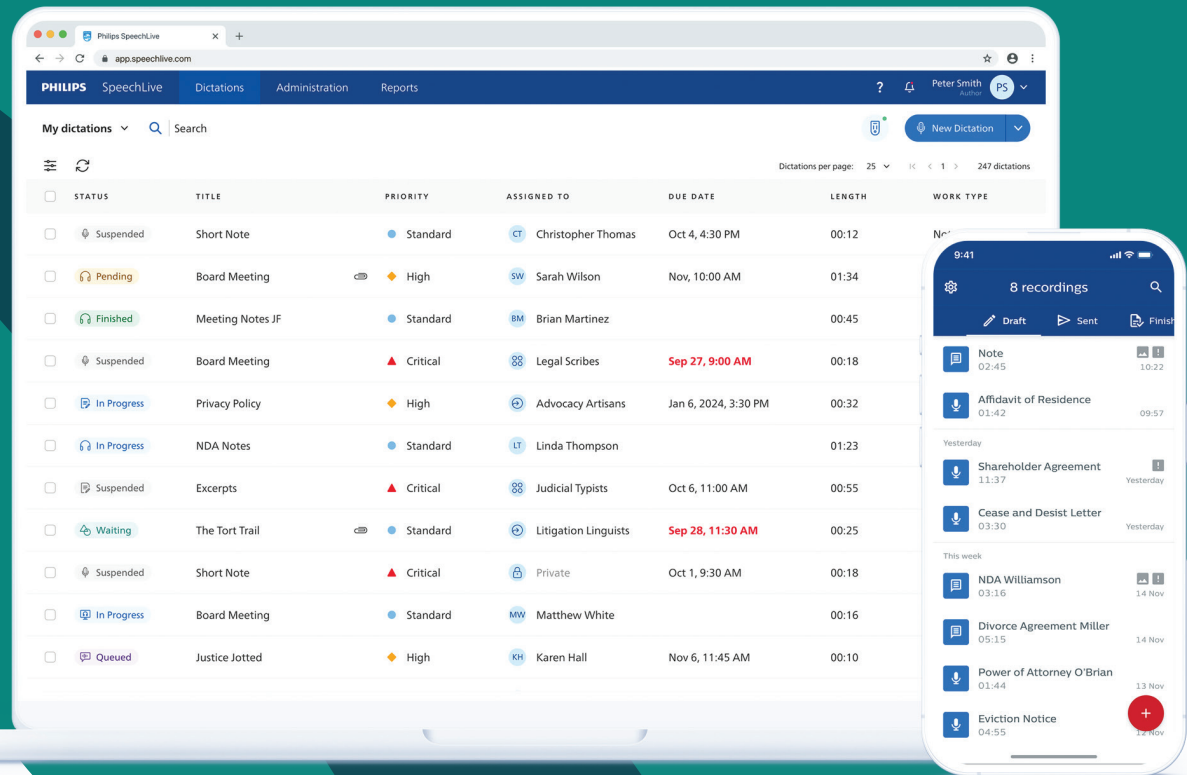
To upgrade existing system, allowing fee earners to access mobile dictation in the process.

Solution

Rapid set up of cloud-based dictation and transcription system.

Results

- Fee earners can record and review dictations anywhere
- Support staff can log in anywhere via their browser to type dictations.



Dictations are now stored in the cloud via Philips SpeechLive. The team controls the entire dictation workflow via browser or mobile app.



Background

MKB Solicitors is a leading law firm that has been providing legal services for over 50 years to the people of Barnsley and the South Yorkshire region in the UK. It offers extensive specialist expertise in family law, including care proceedings and proceedings involving social services, property, commercial, wills, trusts & future planning, personal injury, employment and dispute resolution.

The firm has been using an older version of SpeechExec as well as Dictation Hub, both of which were nearing end of life so a replacement system was needed.

Cloud-based, mobile-friendly dictation system

Voice Technologies was selected to design and install an upgraded replacement system as well as providing training for the 40+ strong team.

The new system is tailored to the firm's needs with Philips SpeechExec dictation and transcription software installed on PCs complete with new footpedals for the secretaries. The firm also wanted to make use of its existing hardware, SpeechMike Premiums, which we incorporated into the new system.

Dictations are now stored in the cloud via Philips SpeechLive. The team controls the entire dictation workflow via browser or mobile app giving the flexibility for fee earners to work anywhere. Typists can now access, playback and transcribe recordings from anywhere and dictation files can be assigned a status so they can be prioritised appropriately.

In keeping with our end-to-end service, our technical team provided training sessions.

Highest security standards

Security was a key feature when selecting a system as the firm deals with sensitive and confidential documents daily. The system we provided guarantees the highest levels of file protection to keep confidential data safe from unauthorised access:

- Automatic backup to protect data against accidental loss
- Storage of recordings in the cloud, safe from computer crashes, loss of internet connection or accidental deletion of dictation files from a device
- Double encryption by using highly secure and industry standard HTTPS protocol
- Always up-to-date security certificates.

Benefits of the new system

The system enables a completely remote workflow solution, maximising the firm's billable time and enhancing customer service by streamlining efficiency.

- Rapid, straightforward set up for remote users
- Flexible, cloud-based system accessible via browser or mobile app
- Highly secure online storage with double encryption and automatic back-up
- Frees-up fee-earners' time by making the firm's dictation workflow accessible anywhere.

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We use dictation daily and it fulfils the needs of the company.

Voice Technologies are quick to respond.

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Lisa Gledhill
Legal Secretary / IT Coordinator,
MKB Solicitors



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