



Voice Technologies is an award-winning, employee-owned software solution provider serving the UK market. It helps organisations to reduce the time and cost of producing correspondence by using information and mobile workflow, speech recognition and digital dictation applications.



## Case Study

# Olympus software and hardware streamlines digital dictation for law firm, Lows

## Challenge

To upgrade from a time-consuming correspondence system to a more efficient dictation solution.

## Solution

A combination of new software and hardware makes the workflow faster and more efficient.

## Results

- ▶ Automatic assignment of dictations
- ▶ Integrates with other IT systems
- ▶ Like for like upgrade means no steep learning curve.

## Background

Lows is a law firm based in Kirkwall, Orkney, comprising seven solicitors, a property manager, an independent financial adviser and a specialist tax adviser who are supported by a team of paralegal and clerical staff.

The firm generates a large quantity of correspondence on a daily basis and needed to enhance the efficiency of its digital dictation system.

The accuracy of their existing dictation software, Olympus DSS Player Pro, fell following an office-wide upgrade to Windows 10 and did not support automatic distribution of dictations. Authors had to manually assign their dictations to the secretarial team, a situation which was unsatisfactory both in terms of productivity and client service.

## Easy speech documentation

Voice Technologies installed Olympus Dictation Management System (ODMS) software –



a complete document-creation solution which offers users various methods of turning speech into text; classic, automatic and advanced transcription. By providing a system similar to DSS Player Pro, we avoided a steep learning curve for staff who quickly became comfortable with the new system.

To ensure optimised voice recording, Lows also opted for Olympus DS-9000 portable voice recorders for dictating and RS28 and E102 headsets for typing – all deployed by Voice Technologies with training and support.

The firm's solicitors can now dictate remotely using their dictation devices. The microphones reduce unwanted noises such as breath and wind vibrations ensuring improved sound quality. Once docked, the dictation is sent automatically to the office-based secretarial team which enhances workflow efficiency.

The new hardware and software was introduced without any disruption to the firm's existing IT systems. Our project team were able to give remote support with installing the system on-site and to provide training so that staff were confident in using the new system from day one. We continue to provide the firm with ongoing support to ensure the smooth running of the system.



Solicitors at Lows Orkney use Olympus DS-9000 portable voice recorders for dictating remotely.

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