



Philips Dictation Systems

User Case

Lane Walker



Lane Walker Reduce Training Costs with Philips Digital Dictation

Lane Walker is a Sheffield-based property consultant that has been providing expert advice on all aspects of commercial property for more than quarter of a century. It acts on behalf of a wide range of clients from national, regional and retail companies, to banks, building societies and local businesses. Lane Walker's city centre office houses a team of nine people — seven authors supported by two secretarial staff.

PROBLEM

Like many property consultants, Lane Walker was experiencing a high turnover of secretarial staff. This led to lost productivity because of the constant need for retraining. On occasions the company's secretaries were changing on a daily basis, because of holidays and absenteeism. This compounded the ongoing costs associated with training secretaries to transcribe.

The company was using traditional analogue dictation equipment for its daily dictation. In time-honoured fashion, authors generally created their dictations from their desks, and then passed the tape and file over to a secretary for transcription. If dictations were recorded out of the office, on building sites or with clients, authors would have to make time-consuming journeys back to the office, often during rush hour, just to drop the tape off for transcription.

The company also found its analogue dictation equipment was requiring unexpectedly high levels of maintenance. The ongoing running costs associated with replacing garbled and worn-out tapes was mounting. For the office manager, Mike Wilson, however, it was the prospect of remote working for the company's team of surveyors that proved most attractive benefit of investing in a digital dictation solution.

"Our prime motivation for moving to digital was so that people could work remotely," he says. "We needed them to have the facility to work from home as and when required."

SOLUTION

Philips digital dictation solution, comprising seven Digital Pocket Memo 9300s and two 6277 Executive Transcription System software packages.

KEY ISSUES

- How to replace tape-based analogue system
- How to simplify dictation system to reduce time spent on staff training
- How to increase productivity by enabling authors and secretaries to work remotely
- How to improve dictation device reliability

PHILIPS



Unfortunately, Lane Walker experienced complications with the 9300s, and required considerable support from ABM. These teething difficulties were overcome when Lane Walker swapped the 9300s for 9350s. Fortunately, the company had just replaced its ageing PC setup with a brand new PC network, allowing Lane Walker to benefit from the plug-and-play benefits of USB for the first time.

“Given the size of our company, we moved everyone over to digital dictation in one go, rather than undertake a more gradual transition,” says Mike, who hasn’t since regretted the decision once.

RESULTS

“The most immediate benefit reported by the authors was the new-found ability to record longer dictations when out of the office, without the need to carry spare, bulky tapes,” says Mike.

Support for multimedia/SD cards meant virtually limitless storage, as well as simple, efficient data transfer and flexibility when on the move. The authors were also impressed by the Digital Pocket Memo 9350’s support for the DSS file format. This industry standard file format meant they could keep the file sizes of their recordings to a minimum, while maintaining excellent sound quality. The authors were also impressed by the Digital Pocket Memo 9350’s support for the DSS file format. This industry standard file format meant they could keep the file sizes of their recordings to a minimum, while maintaining excellent sound quality.

Secretaries, meanwhile, praised the increased speed with which they could carry out their transcriptions. The time spent on transcribing by secretaries has been cut to less than an hour a day. Workflow benefits are also apparent – each secretary knows which transcription needs to be carried out next, along with the attendant deadline. The secretaries also find it easier to plan their workload, which means no more temps to cover holidays.

“When we take on new secretaries with little or no experience of digital dictation, they quickly master the new digital dictation tools without the need for any formal training,” says Mike.

Most importantly, remote working has become a reality for Lane Walker authors. No longer do they need to take time-consuming journeys back to the office after a long day on the road. Each author has been issued with a laptop, allowing them to e-mail their dictations directly from client offices, building sites or home. “Now it’s just as easy to e-mail a sound file as it is to transfer it within the office,” says Mike.

CRITICAL SUCCESS FACTORS

- Increased productivity with authors having the ability to work remotely with secretaries
- Better reliability with robust dictation devices and secure digital voice files
- Enhanced flexibility with greater dictation storage and efficient data transfer
- Improved overall efficiency with better workflow management and less time needed for training

FUTURE

The company is specifically looking at Philips SpeechExec Pro Transcribe 7257 software. Advanced features allow ever-increasing dictation volumes to be handled efficiently, while a clear and transparent overview of pending jobs, task notifications and actual job information during transcription allows documents to be created more quickly and with greater accuracy. Other potential workflow management benefits include a “new job” alarm if a transcription needs to be started immediately. SpeechExec Pro Transcribe 7257 is also speech recognition-ready, which Mike has already added to this summer’s dictation “to do” list.

ABOUT ABM

ABM exists to provide efficient and effective dictation solutions to meet the requirements of our customers via a highly trained and motivated team ensuring a quality service and support into the future. As a specialist in dictation solutions for over 20 years, ABM has the expertise to cover all your dictation needs. We are here to advise on the most suitable system available for you and to provide support and service to all our customers.

