



Blythe Liggins

Leamington Spa law firm UPGRADES ANALOGUE WITH DIGITAL DICTATION SOLUTION



Blythe Liggins is a general law practice of solicitors based in Leamington Spa, Warwickshire. With roots going back over 100 years, the well-established and respected law company has seen many changes throughout its history. The company has a range of extensive experience across many different disciplines of law and handles private and business matters for its many clients. It prides itself on efficiency and delivering the best service to its clients, whatever their needs and size. Consequently, the busy practice serves well-known corporate clients and institutions, as well as private clients, in Warwickshire and throughout the country.

THE CHALLENGE

Blythe Liggins employs almost 50 staff in its office in Leamington Spa, though it does business and has clients across the region and countrywide. The existing dictation methodology consisted of literally handing over audio tapes to secretaries, which were then transcribed. The outdated analogue technology was no longer supported and was becoming increasingly expensive to maintain. As digital solutions become more prevalent in the office workplace, the company was finding it difficult to source suppliers of the tapes and with continued use, the existing tapes were deteriorating. There was no way to differentiate which tapes were a priority, or what the lengths of the audio recordings were, without playing through the tape, which was time-consuming and a drain on resources.

OBJECTIVE

- Solicitors' practice found audio transcribing equipment outmoded and increasingly difficult to maintain, so upgraded to digital dictation system

SOLUTION

- Philips SpeechExec Pro
- Dragon Professional Group

THE BENEFITS

- Improved productivity
- Enhanced efficiency
- Robust security
- Greater customer satisfaction
- High level of accuracy
- Seamless IT integration



“The technology is intuitive and quickly becomes second nature.”

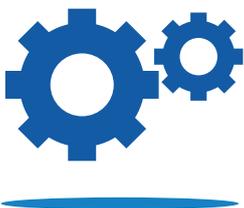
THE SOLUTION

SpeechWrite Digital was recommended to Blythe Liggins' team. A range of SpeechWrite's technology was selected to meet the law firm's requirements, including Philips SpeechExec Pro and Dragon Voice Recognition software.

The new digital transcription system offered convenience and cost-efficiencies for the busy practice. The secretaries now receive work that is prioritised using red, blue and black colour coding, and in some cases numbers, for ease of ranking by urgency.

This has significantly improved workflow whilst also providing seamless integration with the office's existing IT systems. SpeechWrite's cost-effective solution includes a tailor-made support package that has benefited the company throughout the process and for ongoing after sales support.

The digital dictation and voice recognition solution has significantly streamlined the company's dictation workflow connecting authors and transcriptionists. SpeechExec Pro has facilitated communication with the setup of individual workflow settings and organisational flexibility to help save time and resources.



“ Dragon Voice Recognition has proved to be particularly beneficial, as it offers both convenience and cost-efficiency. Internal memos are no longer typed, which has freed up the secretaries for more client work. The staff love the whole package. The technology is intuitive and quickly becomes second nature. There have been no complaints from our clients either, which suggests it's working well! ”

Jill Starkey, Practice Manager
at Blythe Liggins