

Child Law Partnership

South East law firm

UPGRADE DICTATION SYSTEM WITH NEW HOSTED DIGITAL SOLUTION

Set up in 2001, The Child Law Partnership is a family law firm who initially focused exclusively on children's cases and Social Services. After expanding, the practice now deals with a broad range of family issues involving separation, divorce, disputes concerning children and family finances. With 27 staff and 6 offices, they are one of the largest specialist and family law firms in the South East. With offices in Guildford, Basingstoke, Southampton and Salisbury, the firm provides practical resolutions for all aspects of family breakdown.

THE CHALLENGE

The Child Law Partnership were using an out-dated local dictation solution that no longer met the current and future requirements of the company. The need for secure connectivity and efficiency, as well as more fee earners desiring to work remotely resulted in the company investing in a timely upgrade.

Pauline Ekins, Practice Manager for Child Law Partnership, said "an important feature of the new system was the ability to connect all of our sites securely, we saw cloud technology as the easiest way to achieve these aims. Secure transfer of data between sites is crucial to our firm due to the highly sensitive nature of the work we do. Furthermore, giving our fee earners the ability to work remotely was another key consideration, flexible and agile working are essential to our overall efficiency gains and fast responsiveness to clients."

OBJECTIVE


- Upgrade local system to hosted digital dictation and voice recognition solution

SOLUTION

- SpeechWrite 360

THE BENEFITS

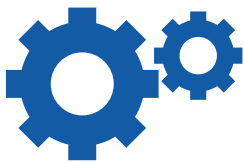
- Ease of implementation
- Ease of use
- Flexible and mobile working
- Higher employee productivity
- Improved process efficiency
- Faster response to customers



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THE SOLUTION

Child Law Partnership approached SpeechWrite to find a new hosted solution that would meet their secure mobile connectivity needs as well as providing a future proofed solution for their firm.



SpeechWrite 360 – a hosted digital dictation and voice recognition workflow solution - was quickly identified as the best solution with its mobile app rolled out to the fee-earners dictating remotely. Choosing the mobile app meant that the firm did not need to purchase additional hardware equipment and were able to work from anywhere at any time. The software also allowed the practice to work securely with an outsourcing partner on specific matters.

360 allows real-time data driven metrics to provide insight into organisational workflow. User dashboards allow The Child Law Partnership to track their live workflows to monitor productivity and see where improvements or changes can be made to further increase efficiencies.

► **Higher employee productivity, greater efficiency and faster responsiveness to clients have all been benefits that the firm have found from adopting the SpeechWrite 360 solution.**

“ SpeechWrite 360 was so easy to deploy, with no requirement to install software locally. Users were set up in less than 5 minutes ready to dictate or receive work. The system is simple to use and following one training session we were up and running the same day. Our sites are now securely connected and our admin team are able to receive work from all 6 of our offices quickly and efficiently. ”

Pauline Ekins, Practice Manager
for The Child Law Practice