



Coley & Tilley



Birmingham law firm DEPLOYS DIGITAL DICTATION AND TRANSCRIPTION TECHNOLOGY

Birmingham law firm Coley & Tilley engaged the expertise of digital dictation specialist SpeechWrite, to facilitate an upgrade of its dictation and transcription technology. Established over 100 years ago, Coley & Tilley prides itself on nurturing home-grown talent and its modern approach to the ever-changing legal landscape. The law firm relies on a great deal of author-to-secretary dictation to generate client correspondence and recognised the need for upgrades in this process.

THE CHALLENGE

Sited in the hub of Birmingham's legal district, Coley & Tilley already had an established documentation procedure in place, a Grundig digital dictation system, to produce client correspondences. As the firm's wider IT system was enhanced to meet the growing digital needs of the business and its customers, including upgrading the company's PCs and servers, the existing dictation system became obsolete. The degree of accuracy and speed required in digital dictation technology led Coley & Tilley, to look at how the company could address this to maximise efficiency.

OBJECTIVE

- Increase flexibility and efficiency of workflow

SOLUTION

- Philips SpeechExec Pro

THE BENEFITS

- Eradicated transcription logs
- Faster response to clients
- Central workflow management
- Intuitive archiving
- Flexible options for office and remote working
- Flags up urgencies
- Maximises clerical resources



“Gone are the days of backlogs of transcripts waiting to be processed...”

THE SOLUTION

Following extensive consultation with SpeechWrite Digital, Coley & Tilley received recommendations on its office requirements. SpeechWrite opted for the award-winning Philips Digital Pocket Memo input devices, complimented by SpeechExec Pro, the digital dictation software platform.

This digital dictation software transformed the firm’s working methods, allowing for greater flexibility and workflow distribution. Jobs could be flagged by urgency and

the systematic author-to-secretary file routing became invaluable to quickening response times to clients.

Office-based staff were able to deploy the Philips USB SpeechMike to create dictated files at their PC, while home-workers opted for the portable Pocket Memos, to dictate while on the move and the convenience of remote autonomy. File archiving was also simplified with SpeechExec Pro’s central storage, which stores older files methodically, for easy back-referencing.



“ SpeechWrite Digital’s overhaul of our author-to-secretary dictation methods has completely changed the way our firm operates. Gone are the days of backlogs of transcripts waiting to be processed and real-time dictation draining resources. If work is needed urgently, it’s prioritised accordingly, with everything from staff available to timescales being taken into the evaluation. ”

Anmarie Wilde,
Partner for Coley & Tilley

▶ **After comprehensive training and support from SpeechWrite, Coley & Tilley have enjoyed significant administrative advantages and time-saving efficiencies.**

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