



# Cygnnet Law



**Tees Valley  
law firm**  
HAS REVOLUTIONISED  
ITS ADMINISTRATIVE  
SYSTEMS

In collaboration with SpeechWrite Digital, Redcar-based law firm Cygnnet Law has completely changed its workflow system to update its processes, increase efficiency and share clerical workload more evenly across its secretarial team. Following an in-depth system review, SpeechWrite Digital recommended and installed a digital dictation solution that has transformed the production of typed correspondence for the firm's 14 fee-earners and their support staff.

## THE CHALLENGE

The Cygnnet Law office was an established user of audio recorders, cassettes and transcribers for turning client and office records into typed correspondence. The system was slow and dated with the unidentifiable tapes often being broken, which meant entire reports had to be re-dictated. The system was also inefficient as, once a tape had been handed to a member of a team, transcription tasks could not be shared out equally.

Lisa Smith, Practice Manager for Cygnnet, said: "We needed to ensure that documents were dictated and processed into typed correspondence quickly but we wanted to maintain the familiar feel of a traditional dictation environment".

## OBJECTIVE

- Increase efficiencies through clerical automation

## SOLUTION

- Philips SpeechExec Pro

## THE BENEFITS

- Increased whole office efficiency
- Intuitive to use
- Easy file generation
- Crystal clear sound quality
- Maximised clerical resources



“...the automatic routing ability...meant that pending tasks could be managed department-wide...”



## THE SOLUTION

Cygnnet appointed SpeechWrite Digital to recommend, install and support their 30 strong office with a digital dictation system. SpeechWrite deployed a complete digital solution; Philips SpeechMike USB digital recorders for the firm's 14 fee-earners with Philips SpeechExec Pro workflow management software.

Creating digitally recorded sound files means each recording is profiled for quick reference as to its author, length, priority and privacy attributes so the author can assign urgency and encryption at the initial recording stage. This means the secretarial team can preview the pending tasks and plan their day according to required deadlines. The high quality DSS sound files have crystal clear sound quality so the recording can be heard and understood perfectly, saving valuable time.



“ A particular advantage was the elimination of the “one fee-earner to one secretary” ethic – which limited our clerical automation and caused a respective imbalance of tasks. The automatic routing ability of SpeechExec Pro, plus the work-list overview, meant that pending tasks could be managed department-wide, rather than assigned to a specific secretary – so we could better manage our time and resources. ”

Lisa Smith, Practice Manager  
for Cygnnet Law

► **Cygnnet's fee earners found the Philips USB SpeechMike intuitive to navigate around their recording and PC without using the mouse. The one touch upload meant they can easily record, profile and route their recordings for transcription just by using the device itself.**

For more information please contact our team:  
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