

## CASE STUDY

**Bemrose and Ling**

Derby, UK



LEGAL

### Stat Plus powered by SpeechMagic™

# A smooth switch from analogue dictation to speech recognition

Bemrose and Ling is a family firm of solicitors based in Derby. Since its foundation in 1936 the firm has established a tradition of sound advice and service to their clients, whilst expanding the practice and improving efficiency. The staff take great pride in the way they deal with clients, firmly believing that the service they provide is second to none. In an effort to improve the quality of their service even further, Bemrose and Ling introduced state-of-the-art digital dictation technology and speech recognition – reducing the turnaround time for legal documents and freeing up transcription resources for more critical tasks.

## Changing for the better

As users of analogue dictation devices, the partners and paralegals at Bemrose and Ling experienced many disadvantages. Tapes would break or were accidentally erased. Dictations had to wait for transcription until the tape was full, resulting in an inefficient and time-consuming process.

In addition, finding experienced legal secretaries has become difficult and expensive, as Vanessa Green, the firm's Practice Manager points out: "Legal secretaries get poached around the city. If you want somebody who's good and experienced, you have to pay for them." With salaries ranging between GBP 12 and 15K, staff costs can rise quickly.

## Tackling dictation volume

Being aware of the technical advantages, the partners decided to implement the Stat Plus digital dictation system, which is powered by SpeechMagic, the Philips speech recognition technology. Thus they hoped to tackle their dictation volume without having to employ additional staff.

"Over the last few years we were dealing with Stat Plus on the stationary side of things and developed a good relationship," says Vanessa. "When I was looking into digitizing our dictation workflow, they presented their solution and invested time to help us find the right set-up for our office."

It took about a morning to install the system on the firm's existing servers. In the afternoon, a Stat Plus trainer explained the functions to the users. Before she left, the firm was fully up and running on digital dictation. "It was ideal, really," says Vanessa.

SpeechMagic came on board one month later. "Within one month, we were fully familiar with digital dictation, and we were now ready to take the next step," explains Vanessa. Bemrose and Ling decided to go with a front-end solution, which means that the dictations appear in real-time on the screens of the solicitors. They only have to correct recognition errors and print the document.

## Understanding legal terminology

Vanessa finds that the legal dictionary SpeechMagic comes supplied with "very extensive". However, during the first week, she had to add unknown words on a daily basis. "Things like client names or the name of a coffee shop down the road, where they took a client for lunch," she says. But SpeechMagic has adapted quickly. Today Vanessa performs ConText Adaptation once a fortnight. And quite often she does not find a single unknown word to add to the dictionary.



*From analogue dictation to digital dictation and speech recognition - according to the Derby-based law firm, "it's a piece of cake."*  
[www.bemroseandling.com](http://www.bemroseandling.com)

# PHILIPS

# Employing staff in more profitable areas

Malcom Pattullo is one of the solicitors working with SpeechMagic. He uses the program to create attendance notes. "This has taken away a lot of the pressure on our administrative staff," he says. "At the same time, it helps me work more efficiently." When interrupted during a dictation, he knows exactly where to continue, as the text appears right on his screen. Editing a dictation has become so easy. "I just move the cursor to the appropriate position or highlight the text that needs to be replaced and start dictating." With the SpeechMike in his hand, this is a child's play. "The SpeechMike merges a recording microphone, a mouse and the playback speakers in one device, which makes dictation and navigation straightforward."

The firm has been using SpeechMagic for three months and now a full-time secretary has been re-deployed to the billing department. Due to the positive experiences, in both user acceptance and recognition rate, the firm will continue to expand the usage of SpeechMagic.

"Stat Plus powered by SpeechMagic gives us the opportunity to invest in our people and promote them to more interesting positions with higher responsibility," says Malcolm. "We will always have secretaries, but we won't need one per lawyer. Our goal is to have one secretary per two lawyers. And we are very confident of achieving this goal with the help of SpeechMagic."

## Results

- Secretaries are freed from typing and can take on more rewarding jobs. They can even be re-deployed to more productive and profitable areas.
- Higher motivation among staff due to new career perspectives.
- Fee Earners work more efficiently, as dictations appear as text on screen in real-time.
- Sources of mistakes have been eliminated as many manual processes have been automated.



*"SpeechMagic is key to increasing the productivity of legal firms and improving the service quality to clients."*

Malcom Pattullo  
Civil Law Partner



*"We are proud of our achievements and are surprised how well the technology fits with our workflows and working culture."*

Vanessa Green  
Practice Manager

## PHILIPS SPEECHMAGIC IN THE LEGAL AREA

Philips SpeechMagic is a speech recognition and digital dictation technology developed exclusively for professional users. By using SpeechMagic, legal firms optimize their document creation process and increase their administration efficiency by an average of 50%. This results in the fast and cost-effective creation of documents. With more than 7000 installations, SpeechMagic is the market leader in professional speech recognition.

Philips SpeechMagic supports 22 recognition languages and comes with a specialized legal ConText (vocabulary). A comprehensive network of technology partners will integrate SpeechMagic into your existing case management system and adapt it to your needs.

For further information please visit:

[www.philips.com/speechrecognition](http://www.philips.com/speechrecognition)



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