

# Crescendo ...in their own words

## Customer Testimonials - Legal



### RELIABLE TECHNOLOGY

UK - top 150 law firm

"DigiScribe-XL did exactly what Crescendo said it would and they are even adding some further functionality which we require. We are now planning to roll out the product to all four offices, starting with the remaining 40 users in the Exeter office. We are also planning to integrate the DDS system with our Case Management software, which will provide us with even more productivity gains and further control over our document workflow."

- Dean Mostert, IT Manager



### MAKING SECRETARIES' LIVES EASIER

UK - Welsh law firm

"I find it much easier and less stressful than the old tape system we used. I can attend to more urgent work straight away as opposed to winding through cassettes, which could take an age. The clarity of the dictation is excellent. Jobs are clearly identified and this helps with enquiries from clients - we can easily locate a job and advise the client of the up-to-date position on their file."

- Melanie, Secretary.



### IMPROVING OVERALL EFFICIENCY

Canada - Patent and Trade Mark Agents company

"Proven DigiScribe-XL technology provides agents with the optimal security and mobility features required to achieve increased practice efficiency: voice streaming technology enables agents to dictate in real-time from any location, whether in the office or on the move, while eliminating voice file duplication."

- Sharon Brunet, Office Manager



### FAST PAYBACK

UK - leading Lincolnshire law firm

"DigiScribe-XL has already brought about significant benefits after just two weeks, by allowing us to filter out certain document types and redistribute them to other departments who have spare capacity. Being able to manage certain types of work in this manner has reduced the back logs of attendance notes in certain departments, as secretaries in other departments can help each other out. This has not only brought about a healthy team working environment, but also removed the need to bring on another secretary to help with the backlog of work that we were experiencing. Instead, we have reduced the backlogs and still have further spare capacity to deal with the peaks and troughs. I'd say the system has paid for itself already."

- Peter Downing, Managing Partner



### GAINING NEW EFFICIENCY AND FACILITATING ON-THE-MOVE DICTATION

UK - top 100 UK law firm

"The advantages of moving from analogue to digital dictation will allow our fee earners to easily edit, distribute and prioritise work. With DigiScribe-XL we have eliminated the disadvantages of analogue dictation such as; poor sound quality, lost and broken tapes etc., and added a wealth of unique functionalities that will help us improve practice management and cut administrative costs."

"Digital dictation is an indispensable tool for the successful, modern law firm. By streamlining internal processes, DigiScribe-XL impacts positively on service quality, putting us in a position to provide our clients with highly accurate documents as quickly as possible. The 14 fee-earners and 11 secretaries from the Commercial Property department involved in the pilot project handle a dictation volume of 75 jobs per day. These dictations are automatically allocated over the network to the corresponding secretary. Crystal-clear digital sound quality, a transparent job list and the real-time forwarding of the dictation to the secretary have already resulted in the reduction of transcription time."

"DigiScribe-XL supports both desktop-based and mobile dictation devices, further increasing the independence and mobility of Hewitsons' fee earners. They have started working remotely, dictating from home or from any of our three offices, further contributing to the productivity and efficiency gain in our firm. Crescendo was the only vendor who offered IP-based workflow management, using voice streaming to transfer the voice files over to the secretary in real-time, while ensuring that files are not duplicated or stored on a local computer at any time. This was another critical factor in our decision, given the deadline-driven, highly confidential nature of our data."

- Tolan Collins, IT Manager



### IMMEDIATE IMPACT ON TURNAROUND AND PRODUCTIVITY

UK - top 160 law firm

"Each of the firm's seven departments used to handle their respective documentation volumes independently. Now, thanks to DigiScribe-XL, work can be allocated and monitored across the firm as a whole. The ability to share transcription work makes a huge difference. For starters, we already managed to cut 100% of temporary secretarial resource cost. This almost immediate saving was unexpected, but was not the only surprise brought along by DigiScribe-XL."

"Remote work was the other surprise. We were not expecting it to be so easy and secure. We have to admit that the ability for both fee-earning and secretarial staff to work remotely, in a productive and confidential manner, is a significant improvement for our firm."



"Our Crescendo system had an immediate impact on report turnaround and staff productivity; we are simply thrilled with the results, and that's only a few weeks after the system was implemented. Likewise, I believe that what we are seeing now is only a small portion of the benefits it will bring our firm. We are awaiting Crescendo's voice recognition modules with eager anticipation."  
 - Peter Bennett, Partnership Executive Officer



**DETAILED TRACKING**  
 UK - award winning national practice

"LLW wanted to be able to preserve the digital dictation hardware they had already invested in while being offered more workflow options. Digital dictation and workflow software technology sounded exactly like what we needed. But it soon turned out that most vendors' marketing speeches were more promising than their actual technologies. After looking at all the UK market leaders, Crescendo was the only vendor offering us the wealth of functionality and flexibility we were looking for. Unlike all other vendors, the modular nature of the **DigiScribe-XL** software meant that the solution could be tailored to our specific requirements and we were not forced down a "One size fits all" route. This also meant that it became the most cost effective solution."

"Objective met! Thanks to our Crescendo system, we know exactly what is going on in the firm. The system keeps track of every activity, issues detailed management reports and is ready for integration with third-party systems if need be. But we still want more out of it! We are currently investigating speech recognition to further boost document turnaround. This is another area where Crescendo has built both the expertise and the right partnerships, and we are confident in their ability to support us in every step of our growth."  
 - Anthony Nicholls, IT Director



**RETURN ON INVESTMENT**  
 UK - Oxfordshire law firm

"After only a few weeks, the firm was already experiencing a 10% reduction in backlogs and it is in its early days yet.

We are even considering employing less Secretaries in the near future as a result of improved turnaround times".  
 - Reiss Amaan, IT Manager



**SUPERIOR PRODUCT FUNCTIONALITY**  
 UK - Plymouth law firm

"Nash & Co Solicitors have embraced the functionalities available in the **DigiScribe-XL** system wholeheartedly and to great effect. We evaluated the leading solutions in the market over the last twelve months, however it was Crescendo who stood out head and shoulders above the rest. We found the product to have a huge amount of features that other systems would have to catch up with, or were simply not able to offer."  
 - Simon Whitaker, IT Manager



**USER FRIENDLINESS**  
 UK - Yorkshire law firm

"Fee earners have reported that they like the ability to submit jobs for typing as soon as they have been dictated, monitor work, prioritise where necessary and have the ability to redirect jobs if required. Secretaries have benefited from the improvement in clarity of the dictation, the ability to see what jobs are on the system, receiving jobs one at a time instead of a full tape and accessing jobs in other departments/offices when necessary. All this helps to improve the efficiency and time scales for documents being returned to the fee earners.

The firm also has a number of Olympus handheld devices available as a resource for users working away from the office. Laptop users have the ability to dictate whilst away from the network and the system automatically transfers the jobs when they return to the office, or connect via remote access."

- Mike Wasling, Director of IT



**ACHIEVING MORE WORK WITH FEWER RESOURCES**

UK - third largest London criminal law firm

"Each Secretary now has full visibility over their job list, priorities and length of dictations. For instance, if the Secretary has 20 minutes left before lunch, she can select a short dictation and get it right out of the way. From a global business perspective, the new system brought in new reliability. Dictations don't get lost around the office anymore, and thanks to the automated priority management feature, I don't receive panic calls from Fee Earners requiring priority jobs anymore. It is all taken care of."

- Diana Du Bruyn, Practice Manager

"The new system was very well accepted by Fee Earners, who could quickly measure the benefits of digital versus analog dictation. **DigiDictate-IP** freed me from the limitations of tape dictation while retaining my dictation habits and accelerating the turnaround of reports. Features such as the ability to insert changes to existing dictations have even enhanced my dictation practice. How could one not buy into this?"

- Graham Brierton, Solicitor,

"We, Fee Earners, don't like being constrained. I found the use of PC microphones very intuitive so that no training or adaptation was ever needed. The **DigiDictate-IP** system itself is very easy to use, not to mention the huge acceleration in transcription turnaround the system has brought in since its implementation."

- Nicola Clark, Solicitor



**IMPROVED PRODUCTIVITY**  
 UK - Essex law firm

"The real benefits are on the secretarial side, where the work has been evened out by a steady flow of work listed by priority, length and type of work. The secretaries also find it easier to help one another if they have some capacity as they can see all the jobs waiting within their department, which cuts the time taken for work to be returned to the fee earners. An additional benefit has been for out of office users who are able to dictate either directly into the system via remote access, or e-mail dictations from handheld devices into the system."

- The IT Department Management



**POOLING TRANSCRIPTION WORK ACROSS  
NINE OFFICES**  
*US - multipractice law firm*

"After the pilot phase was over, a questionnaire was sent to both attorneys and secretaries. The feedback was simply outstanding. As of today, we have 23 lawyers using Philips™ handheld devices and **DigiDictate-IP**, Crescendo's PC dictation application, which allows them to easily sort, edit and prioritize their dictations on screen. No need to run to their secretary's desk every five minutes to deliver urgent tapes. The new system was so well received that I now see more and more attorneys from other departments asking to upgrade to digital too, based on their colleagues' productivity improvements. I have rarely seen that!"

"On the transcription side, 50 secretaries/document specialists are currently using the **DigiPlayer-IP** playback application in conjunction with Microsoft® Word. The unique Crescendo technology ensures that no confidential information is ever stored on the local PC. This is just another critical feature, given the highly confidential nature of our data."

"The firm now plans to roll out the new system to at least 50% of its attorney staff by the end of 2008. The firm is also looking forward to implementing iDeliver from Crescendo, a web-based interface that will allow attorneys to upload their dictations when working remotely. In the meantime, we are harvesting the first benefits of **DigiScribe-XL** and have already recommended it to four other large US law firms."  
- John Brooks, Senior Application Specialist.



The most efficient **route** from **ideas** to **paper**



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