

# SPEAKWRITE



## WORKFLOW™

### EVALUATING SPEAKWRITE'S DICTATION MANAGEMENT SOLUTION

Large law firms, or firms with multiple locations, can manage in-house transcription work by implementing SpeakWrite WorkFlow™. WorkFlow makes easy work of managing typist resources among large teams or multiple offices. WorkFlow also helps reduce overtime costs by leveraging the SpeakWrite network of typists during busy periods or after-hours, saving thousands of dollars every month.

#### THE PROBLEM

Managing the typing of files and documents among multiple offices, and among numerous secretaries on staff, presents challenges. Some attorneys may use tapes to record their documents, a solution that keeps them tied to the office despite a work day that often is conducted from the court house or elsewhere.

With a hardware-based solution, only one secretary can type at a time even if there are multiple jobs on a tape. Worse still, if tapes are lost, jobs would need to be re-recorded by an attorney, losing valuable time and detail. Firms may also have attorneys using voice recognition software to transcribe their work. While voice recognition can be effective to a point, inaccuracies and the prevalence of misunderstood words results in laborious editing for the attorney or member of the team.

With no simple reporting tool or centralized view, secretarial work is managed in a time consuming, manual way; increasing the work for management. Tracking is cumbersome, often delayed, and subject to human error. Firms have begun to look for solutions that address these challenges.



## THE SOLUTION

SpeakWrite WorkFlow is a cloud-based digital dictation management service. For firms already familiar with SpeakWrite's transcription service, the integration of the SpeakWrite Smartphone App and its document workflow platform, make it an appealing and unique solution.

Other software-based workflow solutions cannot match the value that SpeakWrite delivers in terms of both functionality and cost. When attorneys can work remotely, then leverage the SpeakWrite network of typists to submit their work, the productivity gains are compelling.

Firms can decide to introduce WorkFlow at their own pace. A short training session is all that is required to begin using the service. Users can learn to use the service by attending training, or watching simple instructional videos according to their needs.

## THE RESULTS

### *Increased Productivity*

Old methods of submitting work created delays when attorneys have to return to the office to submit notes and documents. Large firms and multi-office firms now have a solution that lets attorneys be more productive. With WorkFlow, attorneys can submit documents from anywhere and receive the typed, formatted documents via email, no matter what time of day.

Typist administrators also benefit by the ability to manage resources in real-time. When experiencing unpredictable increases in transcription volume, administrators can route overflow to the SpeakWrite network of typists - reducing wait times and overtime charges for internal resources.

### *Real-Time Status*

Managing workload and productivity no longer needs to be a manual process. The WorkFlow™ dashboard provides a global view of document status across all offices and all locations in real-time. Jobs can be routed internally to underutilized typists, or sent to SpeakWrite when in-house resources are at capacity.

Moreover, staff absences are easily managed and production remains uninterrupted by sending transcriptions to SpeakWrite for completion.

### *Cost Savings*

By using SpeakWrite WorkFlow during busy periods, firms can significantly reduce expensive overtime hours while still meeting transcription needs.

### *After-Hours Coverage*

With WorkFlow, attorneys are no longer constrained by normal business hours to get their documents transcribed. After-hour work can be easily routed to SpeakWrite for transcription. Attorney productivity is uninterrupted, no matter the time or day of the week.

## THE BOTTOM LINE

With SpeakWrite WorkFlow, all departments involved can benefit. Attorneys reduce the travel time to and from the office, and turnaround time for document completion is improved.

During busy times or after hours, transcription needs are addressed, cost efficiently and rapidly. Management is better able to manage resources and dramatically reduce hefty overtime costs. Internal teams are not impacted when there are absences or if the office is overwhelmed; work can easily be routed to another office or to SpeakWrite typists. More documents are being transcribed in less time and at less cost.



## ABOUT SPEAKWRITE

Since 1997, SpeakWrite has delivered dictation and human-powered transcription services to over 60,000 clients - in about 3 hours. Using a network of US-based legal typists, coupled with SpeakWrite's Smartphone App and suite of software services, completed documents are securely delivered 24/7, 365 days a year. Visit us at [speakwrite.com](http://speakwrite.com) today for more information or create a free trial account.