



CHALLENGE

- Reduce transcription time and costs
- Improve transcription accuracy
- Enable transcription to be performed in-house

SOLUTION

- Winscribe Dictation with integrated Dragon speech recognition
- Winscribe Professional mobile dictation app

RESULTS

- Dramatically reduced transcription costs
- Improved document turnaround time
- Easy to use dictation system
- Secure, mobile dictation via smartphone app

"With Winscribe and Dragon, letters are completed nearly instantaneously. We went from waiting 24 hours for documents to about 15 minutes."

CASE STUDY

TOBIN LUCKS LLP REDUCES TRANSCRIPTION COSTS & IMPROVES DOCUMENT TURNAROUND WITH WINSCRIBE & DRAGON

Founded in 1982, Tobin Lucks LLP provides legal services to the insurance and employer communities, with an emphasis in workers' compensation, labor and employment counseling and litigation, and related areas of civil litigation. The premier full-service firm has over 70 attorneys and 100 support staff, who are located throughout six offices in central and southern California.

With a long-standing reputation for its commitment to client service and efficient work practices, Lynn Caprarelli, IT Manager at Tobin Lucks, explained the firm's motivation to change their transcription solution, saying "Reducing transcription time and costs were the central business drivers. Our firm is constantly looking for ways to be more efficient and get more work done in a timely matter. After reviewing the turnaround time, accuracy and costs of our transcription service and dictation system, we decided to seek out alternate ways that we could produce documentation faster and less expensively."

SOLUTION

"About 90 percent of our dictated work includes letters from our attorneys to their clients. The remaining dictations are typically deposition summaries and legal pleadings," described Ms. Caprarelli.

Prior to Winscribe, Tobin Lucks was using telephone-based dictation and handheld voice recorders to document work requiring transcription. The dictations were then delivered to an outsourced transcription service provider or contractors to complete transcription. The cumulative monthly fee for the transcription services and overflow administrative support reached approximately \$33,000.

After meeting with their local Winscribe Value Added Reseller (VAR), Zephyr-TEC, Tobin Lucks was introduced to Winscribe Dictation. They were consulted about Winscribe's workflow-enhanced dictation solution and that it would enable Tobin Lucks to efficiently manage dictations in-house. Tobin Lucks' managers also learned that Winscribe supported a tight integration with Dragon software, which would enable the use of the speech recognition software to enhance dictation and document production on the front-end (client-side), as well as the back-end (server-side).

Winscribe also empowered Tobin Lucks to swap out their recorders for modern dictation applications that worked through their PCs and with their attorneys' Android phones and iPhones. Winscribe Professional for mobile phones and tablets not only allowed the firm's attorneys to instantly and securely transfer dictations to support staff while on the go or in the office, it also allowed the firm (that already embraced mobility) to deploy an advanced workflow system without incurring additional hardware costs and the maintenance of extra hardware devices.

RESULTS

Quicker Transcription Turnaround

Since the implementation of Winscribe, the timeliness of Tobin Lucks' transcribed documentation has improved greatly, and their workflow is more streamlined.

"Previously, dictations were sent to an outsourced transcription company to complete, while others were sent to contractors that provided overflow administrative services. It typically took about 24 hours for us to receive the transcribed document," explained Ms. Caprarelli.

With the new Winscribe system, dictations are centrally managed and each attorney's dictations are automatically routed to their assistants or an internal transcription pool, depending on the document type. To further enhance the ease and timeliness of document production, Tobin Luck's attorneys can also choose to use speech recognition on the front-end or automatically on the back-end.

Since the implementation of Winscribe, Tobin Lucks' team of legal professionals has been quite pleased with the document turnaround time. Ms. Caprarelli stated that "With Winscribe and Dragon, letters are completed nearly instantaneously. We went from waiting 24 hours for documents to about 15 minutes."

Ease-of-Use

Tobin Luck's team found great value in Winscribe Dictation's ease-of-use, which help boost user adoption. "We found Winscribe's interface quite easy to use. It took very little time to get our attorneys and administrative assistants up and using the Winscribe system."

Winscribe Professional for mobile devices was also user intuitive. The mobile applications mimic a traditional recorder, which made the transition from handheld recorders to dictation apps quick and easy.

With Winscribe, Tobin Lucks' managers also have better control of dictated work and monitoring the status of jobs. The Winscribe system enables them to quickly identify when work is available, how many dictations are awaiting transcription, and how quickly letters are completed. With the centralized and intelligent system, they no longer have to deal with keeping track of the mix of internal and outsourced work, locating specific jobs or recordings, or aging equipment.

Lower Document Costs

The core objective of Tobin Lucks' Winscribe implementation was to reduce transcription costs and improve the cost-effectiveness of document production. Following their implementation, Ms. Caprarelli commented on the success of their firm's cost-savings by saying:

"Our outsourced transcription bill used to average \$26,000 per month. In addition, we were spending an additional \$7,000 per month for contract administrative services. Since implementing Winscribe and Dragon, we were able to reduce our costs to just \$1,000 per month for outsourced transcription."

ABOUT ZEPHYR-TEC

Since 1993, Zephyr-TEC has been working with law firms to help improve their document production and workflow processes, boost their lawyers' productivity levels, reduce costs and increase their competitiveness in an ever-changing industry.

Zephyr-TEC's speech productivity solutions enable legal professionals to organize their time more efficiently, and to work in more flexible and productive ways. Zephyr-TEC offers mobile, web-based and server-based digital dictation, speech recognition and legal documentation workflow management solutions that help lawyers produce documentation faster and more accurately, while protecting the security of sensitive client information.

Our speech technology solutions are designed to make the most out of your voice. Zephyr-TEC supports speech-enabled document creation, by either using digital dictation or legal-specific voice-to-text technology. Intelligent workflow options are employed to automate and streamline processes, improve staff productivity, and increase overall efficiency of your firm. Let us help YOU Harness the Power of Speech!™