# "100% satisfied" - Tressler, Soderstrom, Maloney & Priess Dictates Business Efficiency with WinScribe

Tressler, Soderstrom, Maloney & Priess, located in Chicago, California, New Jersey and New York opened the doors for business in 1986 and employed 19 lawyers. Today, it is a full service national law firm with over 120 lawyers and over 100 support and word-processing staff.

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Robert Fuhrman
*Information Systems Coordinator*

**The Challenge** - **Improve reliability and reduce costs and improve workflow efficiencies**

After years of using traditional handhelds and magnetic tapes and an analog system, Tressler, Soderstrom, Maloney & Priess (TSMP) made the decision to investigate other solutions available. *"What we had with analog was an unreliable system, poor service and the hardware seemed outdated and maintenance costs were also increasing as the equipment aged,"* said Donald Nilson, a Network Administrator at the firm. *"Tapes were breaking, causing frustration among staff as well as slowing down productivity,"* adds Robert Fuhrman, Information Systems Coordinator

**The Solution** – **WinScribe**

The change to a digital dictation system was considered the logical solution. After researching the options, WinScribe quickly became the most attractive and affordable solution. *"We tested the WinScribe system with a pilot group of 5 authors and 2 typists. After 3 weeks, we brought our findings and recommendations to our Executive Committee for approval,"* said Nilson. *"The decision to go with WinScribe was made even before the end of the trial period. We decided on WinScribe because of the digital quality, its reliability record, the ability to track jobs to different typists within the firm nation-wide, and the ability to track jobs from creation to completion."*

Implementation was carried out by HDI Technologies, provider of workflow management systems. *"Reliable technical support from our local dealer, HDI Technologies, was another huge plus and a factor in our decision,"* said Robert Fuhrman. *"The roll-out was so easy. HDI were very responsive and the follow-up by their technical people after implementation was great,"* he

added. Product training was provided, but hardly even needed. *"It was extremely easy to learn and we didn't need much training at all,"* said Cindy Malis, Word Processing Supervisor.

Internal acceptance was also very straightforward. As a back-up, the old tape-based system ran concurrently with WinScribe for 6 months, but with internal acceptance being so strong, the plug was then pulled on the old system. *"As with any program or system, users can be unwilling to change what they are familiar with using. However, once the users (both typists and authors) started using WinScribe, all of them were totally happy and glad we chose it,"* said Nilson. *"These guys fight change and WinScribe was the 2nd best received new system we've ever implemented."*



**The Result** – **100% satisfied**

**Improved workflow management**
The office managers love having the power to transfer jobs within the firm. If any typist is ploughed under, they can now transfer jobs to another typist in the firm nation-wide. *"Using the cassettes, we couldn't transfer jobs and we had to send cassettes out using Fed-ex, which involved a longer wait time between jobs,"* recalls Cindy Malis, Word Processing

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Supervisor. "*Now we can easily measure how long jobs take and get work completed quicker. I can also review jobs more easily for better quality control. WinScribe is so much easier!*" She also likes having greater control over the typists' jobs. "*One of my favorite features is being able to recover jobs that have accidentally been marked completed by the typist,*" Cindy adds.

Quality control is also better, with jobs notgoing missing. "*Since implementing it, we have not lost a single job due to the system's storage and back-up,*" adds Nilson. Authors commemorate the overall improved efficiency of their workflow. "*It is a really nice system. I can just go in and pull out jobs, which is so much more efficient than the tape system. It is nice not having busted tape incidents anymore,*" says Janet Denler, Paralegal Coordinator.

### Anywhere, anytime working

The attorneys favor being able to call into the system and dictate from anywhere at any time and being able to take work home. The Word Processing Supervisor also likes being able to control and monitor activity from home. "*The ability to have a typist in Illinois transcribe a job from an attorney in California is fabulous. Having the capacity for staff in any office to provide transcription services for any attorney in 1 of our 6 offices, not only reduces turnaround time, but also allows us to better manage our overhead,*" says Fuhrman.

### Ease-of-use

Secretaries particularly like WinScribe because of the increased digital sound quality and how easy it is to use. "*Mostly I hear I can't believe how much clearer it is, and how great it is not having to run around with tapes. All aspects of the system are user friendly and easy to learn,*" said Nilson.

### Improved productivity

"*WinScribe has made an enormous improvement in our productivity. We can now author jobs from any PC within our firm throughout the country and in a different time-zone. For example, when the Chicago office is over-run, a job can be routed to our office in LA. The authors love it*!" adds Nilson. "*The clarity of the recording, combined with the ability to immediately transfer a dictation to any transcriptionist at any location, has allowed the productivity of dictation to transcription increase by at least 20%.*"

### Return on investment

Due to reduced hardware costs compared to the previous system, and with an increase in productivity, the firm expects the ROI of WinScribe to be less than two and a half years. This is four times as quick as any other software the company has implemented. "*The immediate return is on the improved work efficiency, accuracy and quality of dictations from start to finish,*" said Nilson. As the firms grows and meets technology needs, it is also now considering WinScribe's solution with integrated speech recognition technology.

**About HDI**

HDI Technologies, Inc. (HDI), is the primary reseller and support group for WinScribe in Northern Illinois and Wisconsin. HDI offers years of experience to firms considering ways to improve their voice management systems and workflow patterns for better document turnaround and processing. For more information and details on the WinScribe solution at Tressler, call 800-701-4440, x17 or visit our website at www.hditech.com

With WinScribe dictation, transcription and automated speech-to-text applications, Team HDI can significantly improve the document production process with the most advanced tools available. Due to staffing demands, the management team at Tressler, Soderstrom, Maloney & Priess ask that you contact HDI directly for site reference requests. Thank you, for respecting our wishes.

**About WinScribe**

WinScribe is a world leading provider of digital dictation software supporting business requirements for digital dictation, transcription, voice recognition, and workflow management. Founded in 1995, WinScribe has offices in the USA, UK, New Zealand and Switzerland, with more than 100 sales partners in over 25 countries supporting more than 300,000 users worldwide.

The WinScribe solution is built on Microsoft architecture, to ensure easy integration and maintenance. WinScribe also supports a wide range of manufacturer-independent dictation devices and is scaleable from small, single office locations up to large multinational corporations. WinScribe is fully customizable to meet the needs of a number of significant vertical markets including Legal, Law Enforcement, Healthcare, Transcription, Insurance and Government sectors.

# WinScribe
## Smarter Dictation

For more information, visit
# www.winscribe.com
Alternatively contact us via email: sales@winscribe.com

## THE RESULTS

- Improved workflow efficiencies
- Stronger user buy-in
- Rapid, local technical support whenever required
- The costs of dictation decreased as dictations were no longer being lost

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