PHILIPS

Dictation

Preparing for a digital-first world:
The legal professional's guide

The trend in the legal space toward a digital-first environment is both exciting and challenging. Over the past few years, there has been a marked proliferation of online or startup legal services, which tempt potential clients seeking quick legal advice or resolution for seemingly simple issues. Unfortunately, many of these services may not offer the expertise, guidance and high-touch service of conventional firms.

However, traditional firms do need to cater to emerging customer expectations for speed and time-to-value. Here we explore some things any firm can do to accelerate business value and elevate client experiences:

Take workflows from siloed to synchronized

Legal workflows are inherently complex. Any work product is typically the result of collaboration between a multitude of team members, departments and often external contributors or subject-matter experts. This makes it critical for tasks including dictation, transcription, document creation and reviews to be integrated, instead of moving disjointedly or manually through disparate systems. Innovative speech-to-text solutions can make a significant positive impact in this area. Built for the rigors of the legal field, these solutions help make copious documentation, correspondence and other administration much more manageable by creating a seamless ecosystem along with existing systems and procedures. The result? Better cross-team collaboration and faster turnaround times, leading to increased client satisfaction.

Reduce inefficiencies, increase high-value work

Another tablestake for quickly finding success in the digital-first world is devoting time to strategic work that is of highest value to clients. While unfamiliar tools and complicated technologies hinder (and frustrate) legal professionals in their already-busy workday, intuitive solutions allow them to mitigate administrative tasks and time- or labor-intensive learning curves. For example, Reminger Co. LPA, a large firm dispersed across 14 offices, onboarded 80 percent of its workforce in 72 hours with the Philips SpeechLive cloud dictation solution — and expanded use to 235 employees within just one week. They owed this fast onboarding in large part to the tool's user-friendliness. Instead of learning a new tool, the staff could focus on their core competencies such as client consultation, negotiation and other creative problem-solving while also increasing speed of service.

Leverage automation for improved processes and throughput

In the Digital Era, automation has enabled organizations to streamline workflows and processes to enhance throughput. Here, too, the right speech-to-text solutions can do so much more than simply capture dictation. Take Atlanta-based Hall Booth Smith's implementation of SpeechLive: With automated features such as integrating notifications with email systems, locking documents that are actively edited by someone else and more, team members are now even more productive. They know the moment files are ready for transcription and can complete tasks without worry of duplicating files or overwriting peer's work. Hall Booth Smith's time- and cost-saving improvements offer just one example of how automation can help law firms work more quickly and yield higher daily output for clients.

Enhance security and agility using web and cloud solutions

Finally, while new technologies certainly support a more efficient workday and better client service, it is critical to keep data protected while using them. But agility and security don't have to be mutually exclusive. The teams at Reminger and Hall Booth Smith both chose SpeechLive because of its flexibility — web-based and device-agnostic, it gave their staff members the ability to serve clients anytime, anywhere, on any device, on any platform without burdensome installation and maintenance. But both firms also chose SpeechLive for its advanced security capabilities. With end-to-end double encryption, secure cloud-enabled storage and multi-faceted protection from unauthorized access, this powerful tool helps their teams collaborate and communicate with the assurance that sensitive data will remain confidential.

The pace of digitization will only continue to increase moving forward, which means your teams need the right tools to stay ahead of client needs and the competition. Speech Processing Solutions helps firms of all sizes and specialties prepare for the digitally driven future — learn about our suite of technologies for the legal industry or contact our team at info.na@speech.com to get started