

Powerful business transformation

made with speed, ease
and efficiency



Reminger Co., LPA's 400 employees are dedicated to serving clients with the high-touch personalized attention of a smaller firm, while at the same time leveraging global reach and expertise that spans more than 30 practice groups and 15 offices in three states. Throughout its 60+ year history, the Reminger team has been consistently committed to delivering outcomes for clients, which is evident in the firm's tagline: "Results. Period."

With the changes in work environments, various office locations, and the need to maintain quality of service working from anywhere – while making it easy for the firm's attorneys and support staff to do so – is something the full-service law firm has always been committed to.

The need for speed

Like many law firms, the Reminger team uses transcription extensively for various workflows. The pandemic prompted an unexpected transition to a remote workforce, that challenged Reminger's IT team to equip staff

to be able to upload dictations and conduct transcription from home – without the dictation devices, desktop applications, foot pedals, and other solutions typically used in their office-based settings. Further, the team had to accommodate for the lack of consistency in the types of devices people were using at home. Some were working from laptops, while others were working with PCs, Reminger's IT team needed to immediately enable everyone to be productively working remotely without a lot of additional implementations.

The Facts

The customer

Reminger Co., LPA
Cleveland, United States
www.reminger.com

Philips partner

Total Voice Technologies
www.totalvoicetech.com

The solution

Philips SpeechLive Web Dictation and
Transcription Solution
www.speechlive.com

A real-time, real-world trial

Reminger's IT Team learned about the Philips SpeechLive cloud platform and reached out to their Philips-certified reseller to quickly deploy a 30-day, company-wide trial of the SpeechLive software. Reminger needed a firm-wide trial of SpeechLive to demonstrate the solution's capabilities in a live environment that would truly reflect its performance given all the different departments involved in their workflows. To support swift adoption, Reminger's IT team removed the dictation software they'd formerly used and soon had 100% of the Reminger staff using the web-based SpeechLive solution.

"Before using Philips SpeechLive, we were using a product that required our users to be on our network to both upload their dictation and transcribe that dictation. SpeechLive has allowed our attorneys and their staff to dictate and transcribe from basically any location because the platform is fully cloud-based", explained Steve Felden, Chief Technology Officer at Reminger.



The platform has streamlined everything for us and made it easy for the attorneys to upload their dictations but also made it easy for the staff to access that dictation.

Steve Felden

Chief Technology Officer



A right-sized solution coupled with a strong partnership

Given the unique needs of a quick turnkey solution, Reminger needed a simple and fast installation, while also taking into consideration the potential challenge of the remote workforce.

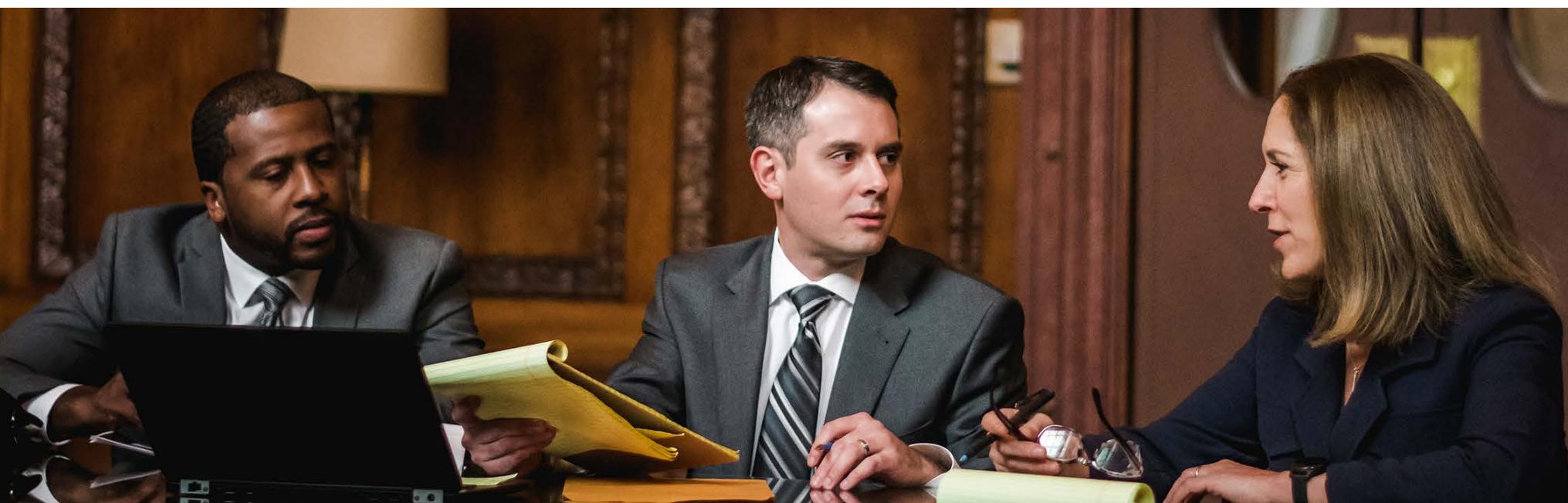
With a well-coordinated approach between the Philips Team and partner Total Voice Technology, Reminger was able to utilize Philips SpeechLive's remote install to complete the deployment process at an accelerated rate to get up and running as quickly as possible.

"The really nice thing about working with the Speechlive product, and especially with the new web app version, is that the admin screens are just well done, and it makes it easy to set up multiple people into their accounts", says Cathleen White. As Senior Training & Development Specialist she is the in-house SpeechLive product expert and support for employees making sure that everyone transitions smoothly and is onboarded with ease.

"The platform has streamlined everything for us and made it easy for the attorneys to upload their dictations

but also made it easy for the staff to access that dictation", says Steve Felden.

The solution's ease of use allowed the Reminger teams to quickly adapt to using the new tool – a key component of a successful implementation, as every minute matters to legal professionals. Once Philips SpeechLive was deployed, staff members did not need (nor did they have time for) a significant amount of training. Reminger's IT Team sent a brief series of instructional emails on how to log in and customize their SpeechLive user interface and minor remote support was provided



as needed. When asked about the responses from attorneys, administrative assistants, and other staff about the new solution, it was very positive. They pointed out the intuitive user interface, being able to work from anywhere including their smartphones with all dictation functionalities at their fingertips.

"Philips SpeechLive has positively impacted our business by making us much more efficient and giving our users the ability to work from any location", remarks Steve Felden.

The new – more efficient – normal

Having a web and smartphone solution for dictation and transcription that does not require running desktop installation has been a key benefit for the Reminger team. While it wasn't initially 100% mapped out if the firm would be able to conduct necessary upload and transcription processes without

a full desktop application, moving to a cloud-based solution has been an outstanding success. "Another nice thing about the new web app is that it can flag dictations as being a higher priority which is useful in terms of helping with the workflow. The phone app is also a great tool because it lets them record flexibly without having a separate device. Making the transition to Philips SpeechLive has reduced our help desk calls," says Cathleen White.

Looking ahead, the Reminger team may explore incorporating speech recognition technologies to further expedite transcription processes and if they can similarly meet the need for efficient onboarding and minimal disruption to business continuity and client support. It's clear that for this firm, embracing evolving technologies and new approaches is a part of continuing a rich heritage of outstanding service.



Another nice thing about the new web app is that it can flag dictations as being a higher priority which is useful in terms of helping with the workflow.

Cathleen White
Training and Development Specialist

“

Philips SpeechLive has positively impacted our business by making us much more efficient and giving our users the ability to work from any location.

Steve Felden

Chief Technology Officer





© Koninklijke Philips N.V. All rights reserved.

www.philips.com/dictation