



# CRESCENDO

> Spread the word...



**SECURING THE DELIVERY OF LEGAL  
DOCUMENTATION WITH DIGITAL DICTATION**

# Daily Office Fun with Analogue Dictation Starring...



## Heather, Assistant

- Chases tapes around the office
- Spends 15 minutes locating an urgent letter on a tape
- Sometimes manages to decipher the mumbling through the background noise
- Manages mountains of tapes



## Bob, Lawyer

- Runs to Heather's office for urgent reports
- Sends tapes via courier when on the move
- Handles piles of reports



## Steve, Supervisor

- Counts stacks of tapes as a productivity indicator
- Receives loads of complaints



## John, Partner

- Already spent too much on all this

## What Switching to Digital Means...



### Cost savings

No more consumables. No more costly hardware repairs. No more productivity losses due to tapes.

### Fast report turnaround

Jobs are automatically distributed according to individual workloads.

### Improved lawyer productivity

Remote dictation in real-time. No more running to the assistant's desk for urgent work.

### Improved secretarial productivity

Pooling of transcription work, dynamic routing assignment and detailed productivity reporting. Most firms typically find out that they don't need to use part-time and/or night-shift assistants anymore.

### Accurate documentation

No more lost or damaged tapes. No more transcription mistakes due to lack of clarity.

### Secure documentation

Central file storage. No customer data sitting on local PCs (a Crescendo exclusivity)

## About Crescendo

Since 1990, Crescendo has been a worldwide provider of digital dictation, transcription and workflow management systems for the healthcare, legal and law enforcement sectors. With over 2,000 installations and more than 200,000 users across the UK, US, Canada, Australia and South Africa, Crescendo has a reputation for superior performance, commitment and customer service. Last year alone, \$1,000,000 was invested in ongoing product development.

Crescendo counts some of the most prestigious North American and European law firms among its customers.

> See page 4 for customer testimonials.

We support:

**PHILIPS**

**OLYMPUS**

**GRUNDIG**  
Business Systems

**CITRIX**

# DigiScribe-XL: What's in it for Everyone?

## > Lawyers

Struggling with a tape recorder or running around the office to deliver urgent dictations is anything but a revenue-generating activity. With **DigiScribe-XL**, you won't have to sacrifice billable time to administrative chores anymore. **DigiScribe-XL** not only allows you to dictate in-the-office or remotely with the same level of security, but your work is seamlessly routed to transcription in real-time and you have access to several productivity features to facilitate the creation of your legal documents:

- Ability to edit a dictation
- Ability to dictate from virtually any digital input device
- Ability to assign a priority level to a dictation
- Ability to track the progression of a job
- Ability to route dictations in real-time to usual assistant when working from a branch office

### Speech Recognition

Crescendo offers Philips SpeechMagic™ as a seamless add-on, in both front-end and back-end modes. Front-end recognition allows you to correct your own documents in real-time, while the back-end solution turns voice to text in the background for either yourself or an assistant to correct. Speech recognition can be activated for certain lawyers and work types only, depending on a practice's specific needs.



## > Management

To achieve productivity improvements in the long run, and not only on the short term, you need powerful workflow logic and customization able to handle complex documentation needs. **DigiScribe-XL** allows you to automate up to 100,000 routing groups; a level of complexity matched by no other competing system. The Management Console also provides complete visibility over the workflow environment and productivity levels thanks to detailed management reports. As a result, you are able to:

- Manage peaks and troughs
  - Dispatch work based on assistants' respective workload
  - Re-route work when an assistant is off
- Browse track records of any system activity whenever needed.

### The Wallet Verdict...

	Assistant	Lawyer	Total
Tape handling time per day (finding, indexing, etc.)	65 min	20 min	
Hourly salary / Billable hour	\$ 20	\$ 300	
<b>TOTAL LOSS PER USER PER YEAR</b>	<b>\$ 4,766</b>	<b>\$ 22,000</b>	<b>\$ 26,766</b>
<b>DigiScribe-XL digital dictation (average cost per user)</b>	<b>\$ 1,000</b>	<b>\$ 1,000</b>	<b>\$ 2,000</b>
<b>TOTAL SAVINGS</b>	<b>\$ 3,766</b>	<b>\$ 21,000</b>	<b>\$ 24,766</b>
<b>ROI (Return on investment)</b>			<b>1.5 month</b>

## > Assistants

The analogue process is complex and does not allow jobs to be distributed according to individual workloads. While some of you struggle to avoid backlogs, others wait for new tapes to arrive on their desks. With **DigiScribe-XL**, you now receive dictations as individual units, whose type and priority are immediately identified, as opposed to receiving full tapes each loaded with 10 to 20 dictations. Typing takes place in the familiar Microsoft Word environment while you listen to dictations with a crystal-clear sound quality. Other key productivity features include:

- Ability to sort workload by lawyer, team, client, priority, work type, etc.
- Alerts for new and important work
- Ability to start typing before the voice file has finished downloading (Crescendo exclusive streaming technology)

## > IT Manager

With **DigiScribe-XL**, if a device is lost, it's a hardware loss. The Crescendo Wide Area Service (CWAS) ensures that all voice files are stored centrally, leaving zero footprint on local computers for optimal confidentiality. CWAS also uses advanced file compression so that files can be streamed between the server and the local computer, even with very narrow VPN connections. Home-based lawyers and assistants can now work in the same secure and efficient way as their colleagues in the office. Central deployment and management is also available via Citrix®.

Whether your staff is already spread over several offices or will be in a few years, you need a true enterprise solution like **DigiScribe-XL**. Based on a multi-facility architecture, it is fully scaled to serve multiple sites, departments and geographical locations in the most efficient and secure fashion.

**DigiScribe-XL** offers seamless integration with your:

- Case management systems
- Document management systems



# “ In their own words...

Our turnaround time is now 24 hours and less, even down to a few minutes for urgent dictations, and the word 'backlog' has disappeared from our vocabulary. The system gives us a whole new level of visibility on dictation volumes, workloads, productivity levels, etc., so we always know what is going on in the firm."



John Brooks  
Senior Application Specialist  
US multi-practice law firm



We were really looking at a true enterprise solution able to centralize transcription work, boost our report turnaround time and reduce documentation costs. We evaluated different vendors and tested their respective solutions, but it soon became clear that Crescendo was the only one offering the wealth of dictation features and advanced workflow management required for a law firm of our size".

John D. Green, CIO  
Top 100 US law firm



Thanks to DigiScribe-XL, we managed to dispatch work easily and were able to manage the extra workload without having to hire a temporary secretary. We could not believe it! Not only do we not need to hire temporary secretaries anymore, but we can now direct our existing secretarial staff to more paralegal, billable activities. We owe this giant step forward entirely to DigiScribe-XL".



Diana du Bruyn  
Practice Manager  
3rd largest London criminal law firm, UK

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