



Clark, Partington, Hart, Larry, Bond & Stackhouse benefits from a new digital workflow with Gear Software and Philips SpeechMikes™



Challenge:

The Law Firm of Clark, Partington, Hart, Larry, Bond & Stackhouse (CPH) has been serving the Northwest Florida area for over twenty-five years. The firm has twenty-nine attorneys, a support staff of over fifty and offices in both Pensacola and Destin Florida. Their clients range from individuals and families to small businesses and major corporations.

For many years, CPH used a Lanier dictation system that required a direct line from the attorney to the transcriptionist and stored dictations on cassette tapes. Suzanne Cooke, Legal Secretary for CPH, recalls a line going from the lawyer's desk, through the ceiling and down into the unit on her desk. Not only was the Lanier system large and bulky, but it had many limitations.

Solution:

Seeking a more effective and modern workflow option, CPH began to search for a reasonable, cost-effective alternative. Transcription Gear.Com had a digital workflow solution that would meet the needs of CPH while saving the firm time and money. Since the attorneys had been dictating at their desk, Product Specialist Blake O'Toole recommended GearDictate™ PC dictation software bundled with the Philips SpeechMike™. This would allow the attorneys to dictate a digital recording at their desk and eliminate the bulky equipment. With its sleek, one-hand design and built-in sound card, the SpeechMike™ offers a clear recording while taking up little space on the desktop. By choosing GearDictate™ dictation software, attorneys would have the ability to dictate and choose more than one destination for their file. One of the firm's senior partners has a paralegal and a secretary he sends files to. With the Lanier system, he had to manually adjust the equipment to change the destination of his dictations.

For the support staff of CPH, Blake suggested GearPlayer™ PC transcription software to keep the digital workflow simple. Bundled with a headset and foot pedal, GearPlayer™ turns the secretary's PC into a transcription device. There was no longer a large machine or tapes to maintain. The digital dictation files can now be sent through the network to the appropriate secretary or file. The transcribed document is then returned to the attorney or a folder on the network. By converting the entire firm to this digital workflow solution, it would eliminate the issues CPH had faced with the previous system.



Benefits:

For the attorneys, eliminating the bulky dictation equipment was a popular benefit. The SpeechMike™ 6274 was a unique change as it combines a dictation microphone, loudspeaker and a trackball mouse all in one slim hand-held unit. The attorneys are pleased that GearDictate™ gives them the ability to simply “speak and send” to multiple destinations with the simple click of a button! Recently, some lawyers at CPH have started using GearDictate™ to dictate their time entries for billing purposes, which were handwritten in the past. Additionally, attorneys at a remote office, sixty miles away, can now dictate and have their dictation done at the main office.

For the support staff, GearPlayer™ transcribing software was a welcome change. By eliminating the need for cassette tapes, the entire process was simplified. Suzanne Cooke notes, “Working with digital transcription software opens up options we never had before. In the past, analog tapes were erased, but now I have the ability to retrieve a transcription that may have been deleted by accident.” She continues, “With GearPlayer™, my favorite benefit is that you can control many of the settings such as the rewind time on the foot pedal. The *most* important thing is that we haven’t had any troubles with the software or the equipment!”

Tragedy Averted:

In September, 2004, Hurricane Ivan struck the Florida Panhandle and destroyed much of the roof at the Pensacola office. Since CPH resides on the top floor, this disaster left many employees displaced from their offices. With the Gear products and the new digital workflow in place, dictations and documents can be sent anywhere the network can reach. Suzanne explains, “I don’t know how we would have continued after Ivan if we were still using our old system. I transcribe for Mr. Stackhouse and the fact that I had to move across the building had no impact on our workflow.” Suzanne is very pleased with the transition which began in April of 2003 and is now used by every attorney in both locations. “These products were easy to learn and have been a wonderful improvement from what we used in the past. In fact, I can see these products as a huge benefit to *any* firm.”

Thank you to:

Suzanne Cooke, Legal Secretary
Clark, Partington, Hart, Larry, Bond and Stackhouse
125 W. Romana Street, Pensacola, FL 32502

Reference available by request, please contact your TranscriptionGear.Com sales representative.

For more information or to purchase these products, please contact us at:

www.TranscriptionGear.Com
7280 Auburn Road
Concord, OH 44077
888-834-2392