

CASE STUDY

Simplified workflows thanks to digital dictation

From analogue to digital – simplification for all involved at Bär & Karrer

Bär & Karrer is one of the leading Swiss lawyer firms for commercial law. Their clients include companies working nationally and internationally as well as private clients from home and abroad. Since the foundation in 1969, the firm has grown constantly and now employs more than 100 lawyers. Besides the head office in Zurich, Bär & Karrer is also represented at locations in Zug, Geneva and Lugano.

Initial situation

The lawyers at Bär & Karrer had been working with analogous cassette dictating machines for recording their reports, pleadings and documents for a long time. The bad sound quality and the high costs for repairs and cassettes induced the firm to find a better solution.

The digital solution

After a detailed evaluation and a pilot installation, Bär & Karrer decided in favour of the professional dictating system by Olympus. The new hard- and software simplifies the work of the lawyers and assistants enormously. The creation of documents via spoken dictation is now much faster.

The lawyers learned how to handle the new system very quickly. The Olympus DS-7000 dictating machine can be intuitively operated thanks to the slide switch control. It is quickly set up and ready for immediate use. The lawyers can edit dictations after the fact, something that is not possible with analogous devices.

Bettina Bauer, head of IT department at Bär & Karrer, explains the most important benefits: "The digital dictating solution simplifies work processes. The devices are easy to operate and the significantly better audio quality alleviates the typing up in the secretary's offices."

Relieving assistants

The lawyers speak into the dictating machine and put it in the docking station. The dictation is automatically sent to the pertinent assistant. The assistant is informed the minute the lawyer has sent a file. The length and priority of the pending dictations can be seen at a glance. The significantly better audio quality compared to analogous cassette recordings facilitates efficient processing.

Record dictations worldwide

The digital dictating solution is not dependent on a location. The lawyer of Bär & Karrer can create the dictations at home or abroad without trouble and send them. In this case, the dictations are recorded with the DS-7000 mobile dictating machine and sent to the office by e-mail. The secretary's office processes the lawyers' dictations while they are still away. This way, no valuable time is lost.

Simple installation

The project was implemented in 3 phases. A total of 100 dictating machines and 60 clerical workplaces were set up from 2005 to 2007. Thanks to the multi-user licence, the dictating and transcription software could be installed quickly and efficiently. Software settings and device configurations were made centrally. This way, the software could be pre-installed and configured in all workplaces as early as in the first project phase. The initial operation of the hardware followed in the other two phases.