

CASE STUDY

A plea for digital dictating

More efficient dictation workflows with Winscribe at Walder Wyss



Walder Wyss is one of Switzerland's most successful law firms specialising in business law. Its customers include national and international organisations, public companies and family businesses as well as public institutions and private individuals. Walder Wyss was established in Zurich in 1972 and has been steadily expanding ever since, with branches at six locations.

The task – a digital solution with a high level of user-friendliness

Dictations in the work-intensive everyday routine at Walder Wyss are indispensable. They form the source of information for purposeful, efficient and cost-effective working in the clients' spirit. With the dictation solution by Winscribe, Walder Wyss can now record important information in an easy way and access it at any time. Voicepoint led Walder Wyss from the analogous to the digital solution. The Winscribe dictation management solution could be smoothly integrated into the existing structures of Walder Wyss. All must-criteria were fulfilled at the same time. After only a mere three weeks, the network-based dictation solution was fully integrated and ready for use.

The solution – simple integration with Winscribe

The users of the server-based solution are organised in clear groups. The dictations are sent to a pre-defined secretary's office. This way, Winscribe ensures that the contents are easily found and can be accessed. Secure access to all applications is also possible from outside of the office. Walder Wyss relies on an existing SSL VPN solution here.

Data must be available but also treated very confidentially. The Active Directory enables the division of the users into groups and sub-groups. This ensures that only those users that are authorised accordingly can access the data. User rights as well as restrictions are thus allowed for comprehensively. Possible adaptations can be carried out by authorised users.

The conversion to the dictation management system only took a few minutes. After a dictation, the device is placed on the docking station. The Winscribe software sends the voice file to the defined secretary's office.

The result – processes are simplified considerably

Stephan Neidhardt, partner of Walder Wyss, finds the processes "significantly simpler" today: "I dictate a lot at the weekend and sending them off via laptop is then no problem." Yet, he not only dictates pleadings; he also handles his e-mails verbally. "I can speak four times faster than I can write," the lawyer explains. «That takes a huge load off me."

Fast processing – better customer service

The staff of the secretary's office are informed by way of a pop-up window when a dictation arrives. The pertinent assistant takes over the processing of the dictation. If she is not available, any other person from the respective secretary's office (clerical pool) can take over the job.

At Walder Wyss, the Winscribe dictation management solution has considerably simplified the workflow, especially when it comes to external dictations. This means that the work of the lawyers and assistants has been alleviated in equal measure. The spoken word becomes the written word faster without a loss in quality. This leads to better customer service. The assistants appreciate the improved voice quality of the dictations and the reliability of the digital solution.