

Transitioning to the Digital Age with WinScribe

Ice Miller is one of the largest law firms in Indiana with additional offices in Chicago and DuPage County, Illinois and a public affairs affiliate in Washington, D.C. The Firm has over 250 lawyers, 45 paraprofessionals, 10 practice group specialists and 300 support staff members. Ice Miller is a full-service law firm with extensive resources to help clients achieve their legal and business goals. Ice Miller represents many companies on a regional, national or international basis and is proud of their strong reputation.



The Challenge – A Simple Transition to the Digital Age

Ice Miller once utilized an analog dictation solution. They experienced many of the challenges that a tape-based system provides such as broken tapes and an inefficient workflow process, but users were not complaining. They had grown used to these challenges. The firm soon hired a new CTO whose goals included a transition to a digital dictation solution.

The Solution - WinScribe

The dictation and transcription process had never been managed by the IT group before, so Theresa Rork, Manager of Desktop Support and Training, was not exactly thrilled by her assignment to the new project.

Ice Miller started a small pilot project with a group of ten secretaries and their attorneys. Pilot members were so thrilled with the outcome of the pilot that it was obvious that there was a need to move the firm's dictation into the digital age.

The firm rolled out the WinScribe system along with a mix of input devices which included Olympus DS 4000 digital handheld units, speech microphones for PC dictation and eight phone lines for attorneys who preferred to dictate by phone. The firm immediately started seeing improvements.

The Result – An Improved Document Production Process

Theresa recalled the story of a member of their secretarial staff member who had become accustomed to working late. *"Our secretarial staff used to get handed tapes that were full of dictations created during the day by the attorneys they support right as they were leaving for their day at 4:30. They either had to work late to get the jobs done, or put the work off until the next day. With WinScribe, jobs are submitted for transcription instantly so at 4:30 all the work is done. WinScribe has made our firm so much more efficient."*

WinScribe has made life easier for attorneys as well. *"I remember one case in which one of our attorneys was due in court early one morning. She recalled on her way to court that she was missing a document that she needed to have with her. She used our dial in system to create the dictation which was immediately routed to her secretary. Her secretary typed up the documentation and met her right on the street with it just before court,"* explains Theresa.

"From an IT perspective, this project was a huge success. It was well received by all the users. The solution has been just wonderful. Since its WinScribe went in we have not looked back."

THE CHALLENGE

- Improve Efficiency
- Improve system reliability
- Replace analog tapes with a digital solution

THE SOLUTION

- WinScribe Digital Dictation Workflow Management
- Digital Handheld Devices
- PC Dictation
- Telephone Dictation
- PC Transcription



For more information, visit us at
www.winscribe.com

