

Krieg DeVault Goes Digital and Weathers the Storm with the Help of Winscribe Dictation

Founded in the mid-1870s as a two-lawyer general practice firm in Indianapolis, IN, Krieg DeVault is now a premier business-focused law firm with over 160 professionals in ten offices throughout Indiana, Illinois, Georgia, Minnesota, and Florida. Krieg DeVault's commitment to client satisfaction and loyalty enabled them to grow and move forward with the times, and their clients rely on them for solutions that create success.

"Clients expect us to help them achieve their goals. They entrust us with their most important legal matters. At Krieg DeVault, we never take that trust for granted. We learn our clients' businesses; we communicate openly; we follow up frequently; we respond timely; and we are always available. In short, we develop a relationship with our clients. Our clients' goals become our goals," describes Michael Williams, Managing Partner at Krieg DeVault.

Back in the 2006, Krieg DeVault began to notice that their aging analog dictation system was not keeping up with their expectations and was hampering their service to their clients. "Just like many other law firms and other organizations, using tapes for dictation was the normal practice back in the day. At that time, that's all there was," describes Kenna Davis, System Administrator at Krieg DeVault. "With our tape-based dictation method, we experienced many obstacles - like tapes breaking or getting misplaced. In addition, as time went on, the dictation machines were getting older and breaking down past their warranties. There were so many things that could go wrong under this system. We quickly realized that using tapes for dictation was no longer the best solution."

The Winscribe Solution

Winscribe Dictation

After researching all the problems encountered by the attorneys and administrative assistants, as well as further investigating their dictation to transcription workflow processes, Krieg DeVault's IT department began looking at all of the new and improved technologies available. "After our research and meeting with Van Ausdall and Farrar (Certified Winscribe Partner), we decided that Winscribe's Digital Dictation Workflow Management System would fulfill all of our needs and expectations. We also learned that Winscribe also provided a better mobile solution for the attorneys, because no longer does the attorney want to be restricted or tethered to their desks," discussed Ms. Davis. Krieg DeVault's

attorneys needed to be able to dictate while on the move and have devices that they could take with them to client sites, meetings, conferences and other offsite locations.

Every attorney at Krieg DeVault now has the ability to dictate via a call-in system, Winscribe's mobile dictation applications or by using a digital handheld recorder. Dictations are now routed immediately and electronically through Winscribe's server-based system to the attorney's preferred administrative assistant, making the workflow much quicker and more reliable as compared to their previous system.



BENEFITS

- Ease-of-use for attorneys, administrative assistants and managers
- Easy to maintain and manage
- Productivity on-the-go
- Reliable solution that assisted in disaster recovery efforts

"In 2006, Indianapolis experienced an extreme weather episode, and Krieg DeVault's main office was severely damaged to the point where it was unusable for a period of time. Winscribe was a significant enabler in our Disaster Recovery Plan, as administrative assistants could be relocated to other offices and could transcribe dictations from lawyers that worked from home or moved to another office location during this time of distress."

Kenna Davis

*System Administrator
Krieg DeVault*

Bottom Line Results

Reliability, Mobility and Disaster Recovery!

Ease-of-Use

Krieg DeVault's team of legal professionals found great value in Winscribe Dictation's ease-of-use, which help boost user adoption quickly. Ms. Davis mentioned that "it took no time at all to get our attorneys and administrative assistants up and using Winscribe. Digital portable devices and the user interface and functionality of Winscribe's mobile applications mimic a traditional recorder, which made the transition from analog tape recorders to digital dictation quick and easy. In addition, it's so simple to train and understand."

Ms. Davis went on to say that: "Our administrative assistants likened it to the way they were transcribing tapes, but it's electronic now. Also, we setup our system to send out email notifications to the administrative assistants when jobs are in their queue and ready for transcription. Now they are immediately aware of when work is available, and they no longer have to deal with locating specific jobs within tapes, broken tapes and aging equipment, which took time and energy away from their other job responsibilities."

Easy to Maintain and Manage

General system maintenance and management is also a breeze. Ms. Davis mentioned that: "Once our Winscribe system was set up, maintenance takes no time. If we have to add new users, it takes maybe five minutes to get them set up and running. In addition, it is easy to access and retrieve information from the Winscribe system, when needed."

www.winscribe.com

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Productivity On-the-Go

Having 'true' mobility is also a benefit that Krieg DeVault's attorneys experienced while using Winscribe Dictation. Initially their attorneys used portable, digital Olympus recorders to record and enter dictations into the Winscribe Dictation system. Though, as technology evolved and the needs of their attorneys and clients changed, the attorneys found that they needed to travel lighter - meaning lighter laptops and less devices for them to manage while on the go. "Many of our attorneys are now using smartphones and tablets to take to client sites. Since, they have the ability to put Winscribe on their smartphones or tablets, it reduces the overhead for them," discussed Ms. Davis.

Disaster Recovery

Krieg DeVault found that Winscribe Dictation not only played a major part in their day to day operations, but it also served well in their disaster recovery plan.

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About Van Ausdall & Farrar

Founded in 1914, as a distributor for the Thomas Edison Company, Van Ausdall & Farrar is now recognized throughout different market segments in the US as a leader in the office automation industry. As a Certified Winscribe Partner, they provide solutions for digital voice dictation, support, and outsourced transcription services through their data centers in Indianapolis, Evansville and Fort Wayne, Indiana.



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