

WinScribe Workflow Management Puts Firm in Control

Initially established in 1947 by Maurice Devine and Joseph Millimet, New England based Devine Millimet has grown to more than 200 employees including 80+ lawyers from over 30 law schools around the country. Their clients come to them for advice. Their approach: listen first and find solutions. When their vanilla digital dictation system was not working for them they came to WinScribe for advice. WinScribe listened and found the solution.

The Challenge

Devine Millimet prides itself on its service and commitment to those they serve. The firm is built upon the desire to do everything they can to provide their clients with superior advice, responsive representation and practical, creative and cost-effective solutions for the challenges that they face.

In late 2005 the firm was experiencing the traditional problems caused from using an analog tape-based dictation system. At that time they began their move to a digital dictation solution.

The adoption of a vanilla digital dictation system has many benefits including improved audio quality and the ability to capture and route voice files electronically, but Devine Millimet soon realized that this type of new solution had its limitations as well. A major limitation was the inability to maintain control and visibility over the digital files once they were submitted for transcription. The firm needed a more robust and sophisticated solution.

The Solution

WinScribe's Digital Dictation Workflow Management System addressed the management and control issues that Devine Millimet's dictation system could not. Benefits of WinScribe extended beyond just workflow management and control.

Robert DuBois, director of Information Technology, had this to say when asked why he chose WinScribe: "After

evaluating WinScribe and another vendor, WinScribe was selected based on a number of factors that included ease of installation and training, flexible deployment, job routing capabilities and its ability to be used with Windows Terminal Services without major software deployment at the remote PC."

The Result

Implementation of the WinScribe solution provided Devine Millimet with a dictation solution that was easily deployed and eliminated the management burden the firm previously experienced.

"This was truly the easiest, least disruptive and easiest one to train of the many projects that I have completed at Devine Millimet" says DuBois.

Authors now have control over their dictations. They know instantly where a dictation is in the transcription process. Automated routing also ensures that the variety of job types created by authors go to the appropriate typist pool for completion without additional work on behalf of the author.

Most of all, the system is reliable, easy to use and efficient. Two words Bob would use to describe the WinScribe Solution: "It rocks!"

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Robert DuBois,
Director of
Information
Technology



THE CHALLENGE

- Gain control over dictations
- Automatically route jobs for transcription
- Improve efficiency
- Reduce management requirements

THE SOLUTION

- WinScribe Digital Dictation Workflow Management Solution
- PC Dictation
- Dictation with portable devices
- PC Transcription