

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.

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. When the firm hired a new CTO, one of their goals included a transition to a digital dictation solution.

The Winscribe Solution

Winscribe Dictation

Historically, Ice Miller's dictation and transcription process was not managed by their IT group, and they were initially reluctant to take on the new project. Despite this initial reluctance and with the support of their new CTO, Ice Miller decided to move forward

with a pilot project to evaluate Winscribe's digital dictation workflow solution.

Ice Miller's pilot project included a group of ten secretaries and their attorneys. The pilot members were so

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BENEFITS

- An improved document production process
- Dictations available immediately for transcription
- Removal of tapes led to more efficient transcription process
- Better dictation workflow management

"...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."

Theresa Rork

*Manager of Desktop
Support and Training
Ice Miller LLP*



Winscribe Dictation Case Study: Legal

thrilled with the outcome of the project that it was obvious that there was a need to move the firm's dictation into the digital age.

The firm rolled out Winscribe Dictation along with a mix of input devices that

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.

Bottom Line Results

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. Theresa explains, "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."

After the initial reluctance from the IT group to digital dictation, Theresa and her team have now been converted: "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."

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winscribe **DICTATION**