



# Tobin Lucks LLP Reduces Transcription Costs & Improves Document Turnaround with Winscribe

## The Challenge

Founded in 1982, Tobin Lucks LLP provides legal services to the insurance and employer communities, with an emphasis in workers' compensation, labor and employment counseling and litigation, and related areas of civil litigation. The premier full-service firm has over 70 attorneys and 100 support staff, who are located throughout six offices in central and southern California.

With a long-standing reputation for its commitment to client service and efficient work practices, Lynn Caparelli,

IT Manager at Tobin Lucks, explained the firm's motivation to change their transcription solution, saying "Reducing transcription time and costs were the central business drivers. Our firm is constantly looking for ways to be more efficient and get more work done in a timely matter. After reviewing the turnaround time, accuracy and costs of our outsourced transcription service and dictation system, we decided to research alternate ways that we could produce documentation faster and less expensively."

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Lynn Caparelli  
IT Manager  
Tobin Lucks LLP

## The Winscribe Solution

### ***Winscribe Dictation, Integrated Speech Recognition & Mobile Recording***

"About 90 percent of our dictated work includes letters from our attorneys to their clients. The remaining dictations are typically deposition summaries and legal pleadings," described Ms. Caparelli.

Prior to Winscribe, Tobin Lucks was using telephone-based dictation and handheld voice recorders to document work requiring transcription. The dictations were then delivered to an outsourced transcription service provider or contractors to complete transcription. The cumulative monthly fee for the transcription services and overflow administrative support reached approximately \$33,000.

After meeting with their local Winscribe Value Added Reseller (VAR), Zephyr-TEC, Tobin Lucks was introduced to Winscribe Dictation. They were consulted about Winscribe's workflow-enhanced dictation solution and that it would enable Tobin Lucks to efficiently manage dictations in-house. Tobin Lucks' managers also learned that Winscribe supported a tight integration with Dragon Professional software, which would enable the use of the speech recognition software to enhance dictation and document production on the front-end (client-side), as well as the back-end (server-side).

Winscribe also empowered Tobin Lucks to swap out their recorders for modern dictation applications that worked through their PCs and with their attorneys' Android phones and iPhones. Winscribe Professional for mobile phones and tablets not only allowed the firm's attorneys to instantly and securely transfer dictations to support staff while on the go or in the office, it also allowed the firm (that already embraced mobility) to deploy an advanced workflow system without incurring additional hardware costs and the maintenance of extra hardware devices.

## Bottom Line Results

### **Quicker Transcription Turnaround**

Since the implementation of Winscribe, the timeliness of Tobin Lucks' transcribed documentation has improved greatly, and their workflow is more streamlined.

"Previously, dictations were sent to an outsourced transcription company to complete, while others were sent to contractors that provided overflow administrative services. It typically took about 24 hours for us to receive the transcribed document," explained Ms. Caprarelli.

With the new Winscribe system, dictations are centrally managed and each attorney's dictations are automatically routed to their assistants or an internal transcription pool, depending on the document type. To further enhance the ease and timeliness of document production, Tobin Luck's attorneys can also choose to use speech recognition on the front-end or automatically on the back-end.

Since the implementation of Winscribe, Tobin Lucks' team of legal professionals has been quite pleased with the document turnaround time. Ms. Caprarelli stated that "With Winscribe, letters are completed nearly instantaneously. We went from waiting 24 hours for documents to about 15 minutes."

### **Ease-of-Use**

Tobin Luck's team found great value in Winscribe Dictation's ease-of-use, which help boost user adoption. "We

found Winscribe's interface quite easy to use. It took very little time to get our attorneys and administrative assistants up and using the Winscribe system."

Winscribe Professional for mobile devices was also user intuitive. The mobile applications mimic a traditional recorder, which made the transition from handheld recorders to dictation apps quick and easy.

With Winscribe, Tobin Lucks' managers also have better control of dictated work and monitoring the status of jobs. The Winscribe system enables them to quickly identify when work is available, how many dictations are awaiting transcription, and how quickly letters are completed. With the centralized and intelligent system, they no longer have to deal with keeping track of the mix of internal and outsourced work, locating specific jobs or recordings, or aging equipment.

### **Lower Document Costs**

The core objective of Tobin Lucks' Winscribe implementation was to reduce transcription costs and improve the cost-effectiveness of document production. Following their implementation, Ms. Caprarelli commented on the success of their firm's cost-savings by saying:

"Our outsourced transcription bill used to average \$26,000 per month. In addition, we were spending an additional \$7,000 per month for contract administrative services. Since implementing Winscribe, we were able to reduce our costs to just \$1,000 per month for outsourced transcription."

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Lynn Caprarelli  
IT Manager  
Tobin Lucks LLP

## Benefits

- Easy to use dictation system
- Improved document turnaround time
- Secure, mobile dictation via smartphone app
- Dramatically reduced transcription costs

## About Us

### Tobin Lucks LLP

Established in 1982, the full-service firm of Tobin Lucks LLP provides legal services to the insurance and employer communities, with an emphasis in workers' compensation, labor and employment counseling and litigation, and related areas of civil litigation. Today, they have offices in Fresno, Woodland Hills, Goleta, Pomona, Santa Ana and San Diego, California, and a growing staff of 72 attorneys and more than 100 support personnel. Learn more at [www.tobinlucks.com](http://www.tobinlucks.com).



### Zephyr-TEC Corp.

Zephyr-TEC Corp., founded in 1993, is focused on providing its clients with best-of-class dictation and transcription workflow, document management, application integration and speech recognition solutions that work together to reduce costs and improve overall productivity. Their experience and professional services are based on more than 20 years of real world deployments of these technologies. At Zephyr-TEC, they innovate enterprise-wide, custom, and world class workflow solutions. Learn more at [www.zephyr-tec.com](http://www.zephyr-tec.com).



### Winscribe

Winscribe is a world-leading provider of speech productivity technology supporting law firm and legal department requirements for digital dictation, transcription, speech recognition, mobile documentation and workflow management. Winscribe's software has been developed with the requirements of the legal profession in mind, and it empowers lawyers to use their voice to quickly and easily create documentation and communicate with clients faster, less expensively, and more efficiently.

Winscribe has offices in the United States, United Kingdom, New Zealand, Australia and Switzerland – with sales partners in 25 countries and more than 350,000 users worldwide. For more information, please visit [www.winscribe.com](http://www.winscribe.com).



## Contact Us

### **NORTH AMERICA:**

Tel: +1 866 494 6727

### **UK AND EUROPE**

Tel: +44 (0) 207 471 0100

### **AUSTRALIA**

Tel: +61 2 9045 7500

### **NEW ZEALAND AND REST OF WORLD**

Tel: +64 (9) 486 9010

[sales@winscribe.com](mailto:sales@winscribe.com)

[www.winscribe.com](http://www.winscribe.com)

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