



Looking for a digital dictation solution?



When you're looking at implementing a digital dictation solution, there are several key considerations.

Choosing your digital dictation solution

At first glance, the various systems may appear very similar in features and functionality. Yet it's important to carefully examine each system to ensure the functionality will accommodate your needs – both now and in the future.

When you include the WinScribe solution in your selection process, our representatives will work closely with you to accurately identify your business requirements, and provide a solution which clearly meets your needs.

To assist you in this process, we've provided a 'checklist' of questions you may have.

Is WinScribe compatible with our existing IT systems?

Whether any new technology can integrate with your existing systems is, of course, an important consideration for your initial capital investment. You also want to know how easy it will be to install and deploy.

WinScribe is built on Microsoft architecture to ensure easy integration and maintenance. It will run on Citrix and Windows Terminal Services Edition.

Furthermore, it supports an ever increasing range of manufacturer-independent devices such as telephones, PDA's, digital handheld portables, handheld microphones, notebooks and VoIP. This allows you to choose dictation and transcription equipment that best suits your environment, without restrictions.

"Being able to implement an enterprise wide solution without the added expenses of proprietary hardware, WinScribe was the only answer."

Jenny Grant, Office Manager, Marino Moller Lawyers

Will the system grow with our future needs?

The simple answer is 'yes'. WinScribe's close collaboration with our technology partners - and our commitment to ongoing development - ensures that we will always deliver leading edge technology. By remaining technologically ahead of our competitors and many industry firsts, we are confident of meeting your requirements now and in the future.

"We chose WinScribe over its competitors as it had a proven record with ongoing software development to meet users' evolving needs - ideal for a progressive law firm such as ours."

Chris McSpirit, Chief Financial Officer, James Chapman & Co

How will WinScribe benefit our workflow management?

The way in which different systems manage and allocate workflow is a crucial consideration. This area of functionality must be considered in-depth – as it makes the superior systems stand out from the rest.

With WinScribe's intelligent workflow management, you are able to gain tighter control of your transcription productivity. Extensive reporting allows you to monitor performance and smooth out workload peaks and troughs by for example redirecting overload work to available transcriptionists at other sites. Work is automatically routed and prioritized based on system rules, allowing you to make productivity and efficiency gains not available from many other solutions.

"With the old system, we'd lose billable hours 10-to-15 times per month, but WinScribe has given us that time back, and that goes directly to the bottom line. I don't know if you can put a price on user satisfaction, but WinScribe has made a noticeable, positive impact on our dictation workflow."

Brad Harris, Bowles Rice McDavid Graff

dictate
EASIER

- ▶ Dictate anywhere
- ▶ Flexible recording inputs
- ▶ Forget tapes, forever
- ▶ Control and monitor workflow
- ▶ Speech recognition ready



transcribe
FASTER

- ▶ Spread
- ▶ Transc
- ▶ Integr
- ▶ Autom
- ▶ Use yo

Should we choose a solution which includes speech recognition?

Combining the flexibility of digital dictation with the performance of speech recognition has long been an objective for many organizations.

Now, with the latest developments from WinScribe and leading speech recognition engines, this promise has become a reality enabling even greater reductions in your document turnaround time and leading to even greater cost efficiencies.

WinScribe provides flexible front end (client) recognition to back end (server) processing. Server Based Recognition is carried out after the author has completed the dictation, while front end recognition is processed on each individual PC, so the author can view and edit the recognized text as they dictate. These solutions can be deployed in a flexible way to meet individual requirements without changing user habits or existing workflow.

"Not only did WinScribe exceed all of our requirements, but we are simply amazed by the improved report turnaround time. We are certainly singing WinScribe's praises."

Howard Sanford, Department Manager,
Aiken Regional Medical Center

What about options for remote working?

Business staff are increasingly on the move. Whether it's time spent away from the office or in transit, your organization needs to find ways of minimizing lost productivity.

With WinScribe's web upload feature, authors are able to dictate via their PC, notebooks or PDA's and immediately send their dictation for transcription from any location with internet access. This also allows the status of work to be monitored and controlled from anywhere.

WinScribe's unique "Voice Forms Technology" enables field personnel to complete form-based paperwork quickly and accurately by speaking into an interactive computer telephony system.

"The WinScribe system means that authors can dictate from anywhere so an urgent job can be sent as a priority to a transcriptionist for immediate typing. It's been a huge time-saving solution for us, both in terms of time saved by the authors and giving the secretarial staff more control over their workload."

Robert Bagshaw, Birmingham Systems
Operations Manager, GVA Grimley

Is WinScribe easy-to-use?

Nearly all suppliers of digital dictation software will claim their product is easy to use. At WinScribe, we prefer you to hear this from our customers.

"Not much training has been required. WinScribe really is easy to use."

Debra Himself,
Director of Technology, Locke Reynolds

"We had one physician who refused to use the old system, but even he now uses WinScribe because it is so easy to use."

Jayne Radek, Director of Operations,
Midwest Heart

What support is available?

WinScribe's fully-trained sales partners will provide first-tier installation and support services for your WinScribe application. As back-up to our worldwide partner channel, our engineers also maintain a worldwide 24-hour, 7-day helpdesk.

"Reliable technical support from our local dealer was another huge plus and a factor in our decision."

Robert Fuhrman, Information Systems
Coordinator, Tressler, Soderstrom, Maloney
& Priess

How do we measure return on investment?

When selecting the best digital dictation solution for your organization, you will of course be keen to choose a system that has been proven to deliver a rapid return on investment.

Many of our customers have directly attributed immediate savings to the installation of their new WinScribe solution. These cost savings are the result of: increased transcription productivity and improved document turnaround time, being able to share hardware across multiple offices, and decreased courier costs. Other benefits include enhanced satisfaction from both customers and employees.

"We saw an immediate ROI. We decreased courier costs, increased transcription productivity and improved our turn-around time. An additional bonus was the increase in job satisfaction among our transcriptionists."

Michele Fish, CEO, Just the Type

How does WinScribe work? Can I see a demonstration?

Of course! For further information and to request a demonstration, please contact us by email: sales@winscribe.com and visit our website: www.winscribe.com

bottom line RESULTS

- Lower costs, raise efficiency
- Improve service levels
- Reduce staff stress
- Better workflow management
- Return on investment, fast

WinScribe

WinScribe is a world-leading provider of digital dictation software supporting business requirements for digital dictation, transcription, voice recognition and workflow management.

Company background

WinScribe was first developed in 1995 and quickly became recognized as an innovative and fast moving vendor in the dictation, transcription and workflow management market. Since then, the WinScribe solution has received widespread acknowledgement as a key to improved workflow and employee performance for organizations worldwide.

Global presence

WinScribe has offices located in the USA, UK, New Zealand and Switzerland. We are part of a global channel of over 150 Sales and Alliance partners serving customers in a number of significant vertical markets - including healthcare, legal, law enforcement, transcription, government and insurance sectors.

With over 300,000 users in 25 countries, WinScribe is the largest supplier of digital dictation technology in the world.

Mission statement

WinScribe's Mission Statement recognizes that our success relies on our customers' satisfaction, our understanding of market needs, and our people and is therefore threefold:

1. To provide a digital dictation solution that gives our customers a significant competitive advantage by dramatically improving their workflow management processes
2. To continue our global leadership in this field by listening to our customers, hiring the best people, conducting research, and collaborating with leading organizations
3. To be an organization that fosters excellence, initiative, integrity, and team spirit; recognizing and rewarding all of its stakeholders

Technology alliances

WinScribe works closely with key manufacturers enabling us to offer the widest possible range of integrations with dictation and transcription hardware. The result is several key strategic relationships (including Citrix, Grundig Business Systems, Intel, Nuance, Microsoft, Olympus and Philips), allowing WinScribe to quickly incorporate new technology and provide our customers with all the necessary components of a complete digital dictation solution.



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