

DIGITAL DICTATION

LEGAL & INSURANCE



ACCELERATING DOCUMENT TURNAROUND
& SECURING CLIENT INFORMATION



CRESCENDO
SYSTEMS

Crescendo At A Glance

Established in 1990, Crescendo has been a worldwide provider of digital dictation, transcription, voice recognition and workflow management systems for the legal and insurance markets. With over 2,500 installations and more than 250,000 users across the UK, US, Canada, France, Germany, Australia and South Africa, Crescendo has a reputation for superior performance, commitment to quality and first class customer service.



Since its inception in 2003, the Crescendo UK office has continually expanded its presence in the legal and insurance markets and now boasts over 250 satisfied firms, including 5 of the top 100. Last year alone, £1,000,000 was reinvested in ongoing product development based on feedback & requirements from a loyal and satisfied customer base.

A Scalable Approach

DigiScribe-XL is a suite of software modules designed to suit the needs of any size firm with almost any budget. Using a building block approach, **DigiScribe-XL** provides advanced digital dictation as part of a complete "Workflow Management" system, with built in reporting modules for workload tracking and performance monitoring.

As part of a client/server based solution, **DigiScribe-XL** works in the same way as your document management system, offering complete protection and security over your client data whilst providing real-time access to client information when required. Thanks to our unique streaming technology to record and play voice, users can work in real-time from virtually any location, whether they are in the office, on the move or at a client's site.

"The Crescendo solution is "bullet proof" and has exceeded all our expectations in terms of product reliability. Functionality wise the system offers our users everything they need to speed up their dictation process and our typists can turn the work around so much quicker," states Chris Petrie, IT Director at Stephenson Harwood, London.



Great Service Sets Us Apart

Our professional helpline staff are only a phone call away to assist you with any questions or issues that may arise. Crescendo uses a range of secure remote access tools to suit your network environment, so we can resolve any issues you may encounter very quickly.

Remote training is provided for new users as well as refresher training for existing users, if necessary. Should your system or users require on-site assistance, a member of our technical team will be dispatched to resolve the issue within the agreed contract times.

TECHNOLOGY PARTNERS

PHILIPS

OLYMPUS

Microsoft Partner
Gold Application Development

BlackBerry

For the Fee-Earners

DESKTOP DICTATION

Using **DigiDictate-IP** and a computer microphone such as the Philips SpeechMike or Olympus DirectRec devices, you can dictate, schedule, edit and track your work from start to finish right from your desktop.

Priorities and work types are set by the click of a button, and your dictations are immediately displayed on your secretaries' work lists to ensure the shortest turnaround times.



Supporting a wide range of professional desktop microphones from leading manufacturers, including Olympus and Philips, users can choose which device suits them, ensuring total ease of use.

MOBILE DICTATION

For those with mobile working conditions such as client visits, **DigiService-IP** supports a wide range of professional mobile recorders from Olympus and Philips, allowing you to dictate in the office, on the move or from any remote location. Every time you dock your recorder, **DigiService-IP** uploads completed dictations to the office network or via the Internet for immediate transcription.



SMARTPHONE DICTATION

DigiDictate-Mobile offers professional dictation for users of BlackBerry, iPhone, iPad or Windows Phone. Each dictation can be labelled with a client ID, work type and priority before being sent to the office via a secure web server for immediate typing. Our free standalone smartphone apps will even support restricted networks with a built in 'dictate & e-mail' option.



PHONE DICTATION

Perfect for users who cannot access a computer or mobile recorder, the **DigiScribe-XL** Telephony Server allows you to dictate via a landline or mobile phone, without the need for additional hardware or software. Just like using a voice mail system, you dial in your user code to start dictating, using the telephone keypad to FF, PLAY, RW, edit or prioritise your dictations.



For the Secretaries

DigiPlayer-IP provides secretaries with real-time access to each and every pending dictation through a detailed and organised list of dictations ordered by priority, work type and fee-earner, ensuring that work is typed in the correct order. Each dictation is recorded in CD sound quality and can be reserved, returned to the pool or signed off with ease. A completed dictation can even be recalled for retranscription or future reference.

For the Office Manager

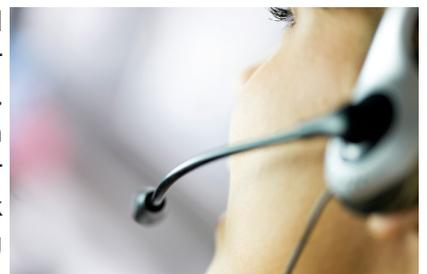
DigiConsole provides an overall view of the entire dictation system, tracking the progress of every dictation, from start to finish, and beyond. At any time you can view exactly what is scheduled to be done, what is being done and what is outstanding. You can also re-prioritise and re-route work based on work type or turnaround times. Advanced reporting and built-in queries allow you to monitor and report on your backlogs and turnaround times. Now you have a complete referral audit trail which can be reported on for years to come.

Transcription Outsourcing

DigiRouter is an optional module that allows you to securely export voice files off-site for external transcription at certain times of the day, week or month. **DigiRouter** monitors certain work types and uploads them securely to your chosen transcription agency, whilst monitoring the progress from dictation to the final signature. **DigiRouter** also allows you to monitor which dictations have been exported, when they are being typed and when they have been completed. You can even produce a report on exported work for financial purposes.

Speech Recognition

Crescendo offers Speech Recognition as a fully integrated option for both front-end and back-end modes. Front-end recognition allows fee-earners to create their own documents and e-mails in real-time, whilst the back-end solution turns voice to text in the background for either the fee-earner or secretary to correct. Speech recognition can be activated for certain users or work types only, depending on your specific needs.



IN THEIR OWN WORDS...

"You can tell a product is a success when your dictation throughput increases so rapidly. If you like it, you use it more and more! Our secretaries now handle over 200 dictations a day. The system configuration enables any dictation to be processed from any of our offices and thus facilitates our working as a single team with complete inter-office flexibility."

"Digital dictation is an indispensable tool for the successful, modern law firm. By streamlining internal processes, **DigiScribe-XL** impacts positively on service quality, putting us in a position to provide our clients with highly accurate documents as quickly as possible."

"Thanks to **DigiScribe-XL**, we managed to dispatch work easily and were able to manage the extra workload without having to hire a temporary secretary. We could not believe it! Not only do we not need to hire temporary secretaries anymore, but we can now direct our existing secretarial staff to more paralegal, billable activities. We owe this giant step forward entirely to **DigiScribe-XL**".

To learn more about how Crescendo can help your practice or surgery contact us directly or read full stories online at www.crescendo.com/news

*Andrew Corbett
IT Director
Laytons Solicitors*

*Tolan Collins
IT Manager
Hewitson's Solicitors*

*Diana Du Bruyn
Practice Manager
Powell Spencer and Partners*

FOR MORE INFORMATION:

CRESCENDO SYSTEMS LIMITED
Saxon House
Downside, Sunbury
Middlesex, TW16 6RT
UNITED KINGDOM

Tel: +44 (0) 1932 789433
Fax: +44 (0) 844 846 6416
E-mail: sales@crescendosystems.co.uk
Web: www.crescendosystems.co.uk

CRESCENDO SYSTEMS CORPORATION
1600 Montgolfier
Laval, Québec H7T 0A2
CANADA
Tel: +1 (450) 973-8029

CRESCENDO SYSTEMS GMBH
Wendenstraße 25
20097 Hamburg
GERMANY
Tel: +49 (0) 40 63945236

SYSTÈMES CRESCENDO
34 avenue des Champs Elysées
75008 Paris
FRANCE
Tel: +33 (0) 8 00 90 30 12

Microsoft Partner

Gold Application Development



CRESCENDO
SYSTEMS

www.crescendosystems.co.uk

© 2013 Crescendo Systems Corporation. All product names, brand names, company names, trademarks and registered trademarks are the property of their respective holders. Specifications are subject to change without notice. Document #DDBR1013-EMU