



# Philips Solution Eliminates Multi-Vendor Confusion

Liebert Cassidy Whitmore chooses Philips for an enterprise dictation solution that's easy to manage

Liebert Cassidy Whitmore is a mid-sized California law firm that used to use both analog and digital dictation devices, and as a result suffered from the frustration of dealing with multiple vendors and file formats. To ease operations, it began the search for a single, versatile solution.

After conducting a thorough survey to determine its dictation needs, the firm chose the Philips SpeechExec Enterprise solution. It now has a unified platform that's efficient and easy to manage. In fact, the system has increased the firm's productivity by eliminating technical problems and streamlining workflow.

## The facts

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### Client

Liebert Cassidy Whitmore  
[www.lcwlegal.com](http://www.lcwlegal.com)



### Philips Partner

All Makes Office Machines  
[www.all-makes.com](http://www.all-makes.com)

### Philips Solution

SpeechExec Enterprise  
Digital Pocket Memo 9600

### Philips Contact

Michaela Kraft  
Philips Speech Processing North America

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**PHILIPS**  
sense and simplicity



“Philips’ functionality and simplicity really fit the size of our business.”

Jay Dover, IT Director, Liebert Cassidy Whitmore

## The Challenge

Liebert Cassidy Whitmore is an 80-attorney California law firm with offices in Los Angeles, San Diego, San Francisco and Fresno. It specializes in employment and labor law for public entities such as municipalities, community colleges and fire departments. Dictation at Liebert Cassidy Whitmore is used for a variety of documents, including the transcription of hearings and depositions.

Before implementing an enterprise-wide dictation system, the firm used a wide variety of analog and digital dictation devices. “It was a mixed bag that wasn’t unified,” says Jay Dover, the firm’s IT director.

“We were using different devices and formats, including .dss and .wav files. Each installation had its own serial number and code, so we were getting a lot of network errors and license file-sharing errors. Our goal was to eliminate the confusion and hassle of all these different configurations.”

## The Solution

The first step Dover took toward a more efficient voice productivity solution was to survey all of the firm’s attorneys and secretaries to accurately determine dictation

volume. He discovered that 35% of the attorneys used dictation, and about half of them were heavy users.

Dover then reached out to vendors with a scope-of-work document, ultimately selecting the Philips SpeechExec Enterprise software and Digital Pocket Memo 9600 handheld recording devices.

“Philips’ functionality and simplicity really fit the size of our business,” says Dover. “In comparison, the competitive solutions were overkill. Plus the Philips system is very easy to install due to its file-based structure. We did a pilot with two attorneys who were heavy dictation users, then rolled it out to our entire Los Angeles office. Our other offices will be using it soon.” Philips SpeechExec Enterprise can be rolled out in a highly customizable manner starting with a few users then extending to entire offices across different locations by keeping costs low and affordable.

## The Results

“Philips became our enterprise solution because it was so easy to manage and to add users,” says Dover. “Now everyone has the same software on a unified platform, with .dss as our standard file format.”

Dover notes that SpeechExec Enterprise helps the firm manage workflow effectively. It provides remote capabilities to upload dictations via the web browser that the attorneys never had before, and it ensures that dictations don’t sit in any attorney’s folder too long.

“For our firm, it was a no-brainer,” adds Dover. “With our old system, everybody was on an island. With Philips, we’ve got an easy-to-use enterprise-wide voice productivity solution at an excellent price-point.”

As an added bonus, the system now also allows the firm to compile system-wide statistics and do all kinds of reporting. “Plus, we’re not suffering with any more tech-support issues, which is great.”



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