



Small Tennessee Firm Searches for Dictation Security and Simplicity

Redding, Steen & Staton, PC enjoys maximum benefit, minimal learning curve

Prior to implementing a digital dictation solution in 2006, the law firm of Redding, Steen & Staton, PC in Jackson, Tenn., had long used a microcassette dictation system - and had lost important tapes at least a half-dozen times.

Because the small firm doesn't have a fulltime IT person on staff, it needed to find a better dictation solution that was also simple to install and easy to use.

Redding, Steen & Staton, PC chose Philips digital recorders and SpeechExec dictation software because of their easy-to-use features and price-point.

Since switching to Philips, the firm has completely eliminated the cost of purchasing and transporting cassette tapes - and has not had to deal with lost dictations.



The facts

Client

Redding, Steen & Staton, PC
www.rsslawfirm.com

Philips Solution

SpeechExec Pro
Digital Pocket Memo 9380

Philips Contact

Michaela Kraft
Philips Speech Processing North America
pds.marketing@philips.com

PHILIPS

sense and simplicity



“Philips provided an unbeatable combination of great features and attractive price-point.”

Jonathan Steen, Shareholder, Redding, Steen & Staton, PC

The Challenge

Redding, Steen & Staton, PC is a three-attorney firm in Jackson, Tenn., that provides litigation, appellate advocacy and mediation services to a variety of industries - including healthcare, banking and insurance. Until 2006, the firm used a microcassette transcription system that met basic needs, but had a decided downside: tapes had been lost at least a half-dozen times.

Shareholder Jonathan Steen set out to find a more reliable dictation solution.

“I experimented with MP3 recorders, but those files were difficult to navigate and weren’t editable,” says Steen. “So we began looking at different technologies.”

The Solution

“To replace the analog system, we selected Philips Digital Pocket Memo handhelds, a USB Docking Station, and SpeechExec software,” says Steen. “Philips provided an unbeatable combination of great features and attractive price-point.”

Because Redding, Steen & Staton, PC is a small firm, there is no in-house IT specialist

to rely on. “I’m the ‘tech guy’ at our firm,” Steen notes. “That’s why we were pleased with how easy the installation went—we installed everything ourselves.”

The Philips solution also provided maximum benefits with a minimal learning curve. “For example, the recorder model we use has a slide switch feature that mimics what the cassette tape systems do, so it was easy to make the transition.”

The Results

Switching to the Philips system quickly resulted in one immediate benefit: no physical tapes to transport (and possibly lose).

“If I’m out of town, I can email a digital file directly to our support staff, without the hassle of mailing cassette tapes,” says Steen. “And if I’m using a handheld in the office, once it’s placed in the docking station, the dictation gets automatically backed up on our server. We haven’t lost any dictation in the six years we’ve been using the Philips system.”

Steen also notes that SpeechExec is very customizable. His firm’s three attorneys don’t work remotely very often, but when

they do, SpeechExec allows them to send coded dictation to a different office along with notifications.

“I also like the way that SpeechExec lets me work seamlessly with Dragon Naturally Speaking,” adds Steen. “If I’m working on longer documents like briefs, I can download the file into SpeechExec, click on what I need transcribed, and it is transcribed automatically in Dragon Naturally Speaking.”

Like all attorneys entrusted with sensitive client information, Steen appreciates the security features in SpeechExec as well. “With the Philips system, all those confidential files are secure right here in our office,” he says.



Out of the box solution: The Digital Pocket Memo 9380 with the professional SpeechExec software



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For more information:
Philips Speech Processing
Phone (888) 260-6261
pds.marketing@philips.com