

PHILIPS

Dictation

Successful construction projects:

Working Smarter with
Voice Technology





More time for customers using digital voice technology

Whether for construction records, defect documentation or internal memos - Althoff Industrie- und Verwaltungsbau (Industrial and Administrative Construction) GmbH has chosen Philips SpeechLive dictation software to support their outbound communications. The application can easily be used via smartphone to help the company's sales staff and project managers to plan, implement and hand over commercial construction projects to their customers;

primarily small and medium-sized enterprises, in the shortest time-frame. „SpeechLive optimizes our internal and external communication processes so well that we can fully concentrate on our customers and their requirements,“ that's the general consensus at Althoff.

The customer being the main focus for a company is probably written on 90% of all websites. However, this has never been more apparent as it is at Althoff Industrie- und Verwaltungsbau GmbH from Meschede in North Rhine-West-

phalia, western Germany. The company specializes in turnkey industrial and administrative construction for medium-sized businesses, as well as the development of tailor-made new building concepts. Founded in 2001, the company has additional branches in Münster and Wrocław (Poland) and is making its mark throughout Germany with its unique construction projects. To ensure that all construction planning, execution and implementation processes run efficiently, the company relies on the SpeechLive dictation solution. Dictations are carried out using a smartphone app, allowing typists to securely access all audio files from any PC in order to transcribe them as necessary.

As a result, customer communication flows seamlessly, while all construction progress gets properly documented. With the mobile solution, employees benefit from more flexibility to work from anywhere, making it easier to achieve a healthy work-life balance; for example, by allowing them to work from home. This not only increases the company's value, but it also makes it more attractive as an employer.

Dictate first, then edit internally!

Dictating minutes after a customer meeting on the go, finalizing price sheets and drafting cover letters - with the Philips SpeechLive dictation app, it's all done quickly and with ease.





SpeechLive supports us in our everyday tasks, whether it's documentation on construction sites or dictating documents, emails or instructions.

Paulina Herkströter
Sales Assistant





„SpeechLive supports us in our everyday tasks, whether it’s documentation on construction sites or dictating documents, emails or instructions,” explains sales assistant Paulina Herkströter.

The company’s sales and project management teams have been using SpeechLive since 2021. „We first used the free version of SpeechLive and then switched to the paid version pretty quickly so we could benefit from the automated workflows, which are actually the main advantage. This saves lengthy communication for delegating tasks,” Herkströter continues, adding: „We simply have too much customer communication and therefore a lot to dictate - efficient processes are essential

and these are perfectly mapped digitally and automatically with SpeechLive. We no longer need long e-mails to delegate.” Paulina Herkströter carries out all the transcription of dictations and is supported by two other staff members during peak times.

„SpeechLive works intuitively”

Herkströter has only positive things to say about the implementation as well: „It all worked intuitively; SpeechLive could get implemented and used in the company right away.” Daniel Kube, Managing Director of WMC Diktiersysteme GmbH, a longstanding certified Philips sales partner based in Dortmund, Germany, speaks in a similar vein: „The cooperation with Althoff went smoothly.

The company approached us, tested and decided on SpeechLive. We gave them a short briefing and they were able to start using the solution straight away.”

WMC offers the complete Philips product portfolio (hardware and software), from hosted on-premises, through locally installed, to cloud solutions.

„SpeechLive allows us to operate in a wide variety of ways. As Ms. Herkströter sums up, „What makes us really happy is that the solution fully supports our customer focus in such an uncomplicated way.”

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The facts

The customer

Althoff Industrie- und
Verwaltungsbau
Meschede, Germany
www.althoff-industriebau.de

Philips Partner

WMC Diktiersysteme GmbH
www.wmc-diktiersysteme.de

The solution

Philips SpeechLive Web-Diktier-
und Transkriptionslösung



