



PHILIPS

Dictation

Success story

Electronic **future**

Traffic Accident Board gains advantage
with speech recognition

The statutory task of the Traffic Accident Board is to provide statements and recommendations on compensation relating to traffic accidents, as required by legislation. The benefits that the Philips SpeechLive speech recognition application offers for the Board's lawyers, who produce up to as many as 2,000 statements a year, are indisputable.

The Traffic Accident Board is a statutory body that processes compensation matters relating to motor liability insurance. The Board provides recommendations, but in practice, insurance companies adhere to them almost without exception. Statements are requested by insurance companies, the Finnish Motor Insurers' Centre, the State Treasury, Finnish courts of law, as well as policy holders and injured parties. The damages that the Board deals with are personal injuries and damages to property. Furthermore, the Traffic Accident Board publishes a collection of standards and guidelines relating to compensations each year.

Insputable benefit

In addition to the chair and three vice-chairs, seven part-time members and deputy members and about ten office staff, most of whom are lawyers, resolve damage cases at the Traffic Accident Board.

"We process up to as many as 2,000 case-specific statement requests every year, so producing the statements takes a significant amount of time. In this work, Philips SpeechLive is an excellent tool. Our goal is to eliminate the use of paper with the help of electronic document management, and we scan all documents that we receive. They are transferred securely over a VPN connection," states Niko Matikainen, LL.Lic., LL.M. with court

training, who has worked for the Board for over ten years.

The statement work is often laborious and requires a lot of concentration, because ultimately, their work involves case-specific interpretation.

"Disability pension and self-employed people's loss of earnings cases represent the biggest challenges in statement work. We receive the declarations of the affected parties in text format, but we create the actual statements ourselves from beginning to end. A statement may be several pages long, so Philips SpeechLive helps our everyday work significantly. It allows me to focus on the actual solution, it saves time, and it prevents strain injuries caused by excessive computer work. The experience could be described as heaving a sigh of relief. Furthermore, the information security that Philips SpeechLive provides is a prerequisite for us, because we deal with confidential material," Niko adds.

Philips SpeechLive offers further benefits in the handling of source data. The most laborious cut-and-paste tasks are totally eliminated, and staff can familiarize themselves with the material while dictating it. Handwritten material or material that is not suitable for scanning can also be effortlessly converted into text by dictating it.



The acts

Customer

Traffic Accident Board
www.liikennevahinkolautakunta.fi

Philips partner

Oy Konttorityö
www.konttorityo.fi

Product

Philips SpeechLive cloud dictation solution PCL1000

Electronic future

As document management is developing, the Traffic Accident Board is considering potential new areas for employing speech recognition.

"Philips SpeechLive is easy to learn and take into use. At first, it felt strange to talk to myself, alone in my office, but I soon got used to it. Text is created really quickly and almost without errors. We received great training and effective support from Philips SpeechLive's distributor Oy Konttorityö. I warmly recommend Philips SpeechLive to any office and wish everyone a safe journey," Niko states.



Philips SpeechLive cloud dictation solution
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LL.Lic., LL.M. with court training Niko Matikainen

