

PHILIPS

Dictation

From a misstep to a stroke of luck:

AI voice technology at
Rosenheim law firm





“It has to be simple!” - This was one of the requirements the 25 employees of the Möller law firm in Rosenheim, Bavaria had, when exploring options for a voice technology solution for speech recognition, transcription, and workflow. Like the entire industry, attorneys at Möller Law Firm are facing extensive challenges: data privacy requirements, multi-generational teams, skilled labor shortage, mobile working, as well as increased demands placed by younger employees towards a contemporary and innovative work environment. Philips SpeechExec Enterprise with Dragon Legal Anywhere speech recognition fulfilled all their requirements and more!

It all started with a constantly growing pile of dictations in a merged IT landscape; a misstep in terms of transcription solution and a law that made lawyers without their own IT department liable for prosecution (valid in Germany until 2017).

The Möller law firm in Rosenheim was founded in 2013 following the merger of three law firms, and as a result, the new firm’s IT infrastructure evolved over time. Additionally, while many of the senior attorneys dictate their documents in the traditional way (without using speech recognition), the in-house transcription staff were constantly overburdened. Covid-19 added to the problem: the firm were hit by a shortage of skilled workers; while, at the same time, existing employees had to be equipped with state-of-the-art tools. To meet these challenges, the firm had one vi-

able solution: digitization. And data privacy was among the issues at stake.

From a misstep to a stroke of luck

The first step toward a comprehensive voice technology solution ended up being a misstep: „Sadly, the transcription didn't work at all - no matter how long we tried it," recalls Andreas Nörr, an IT and data privacy expert working for the Möller law firm. „ That's why we turned to market leader Philips for further information, which, to be honest, is what we should have done from the beginning on." The firm were looking for a robust dictation, speech recognition and workflow solution, and found it with Philips SpeechExec Enterprise - with integrated Dragon Legal Anywhere speech recognition from Nuance.

The solution meets all the requirements that the Möller law firm needed for a state-of-the-art work environment: efficiency, speed, innovation, and data security.

"With SpeechExec Enterprise, the way we work in and outside the firm has massively improved," summarizes Nörr. "Using speech recognition, we no longer have an overflowing pile of dictations, our team members' work speed has significantly increased, and we are also on the safe side when it comes to data privacy," says Nörr. The Möller law firm shows very clearly that digitization is an excellent way of dealing with the current skilled labor shortage and the many other challenges facing the industry. "That's just right," says Nörr, "what's more, it

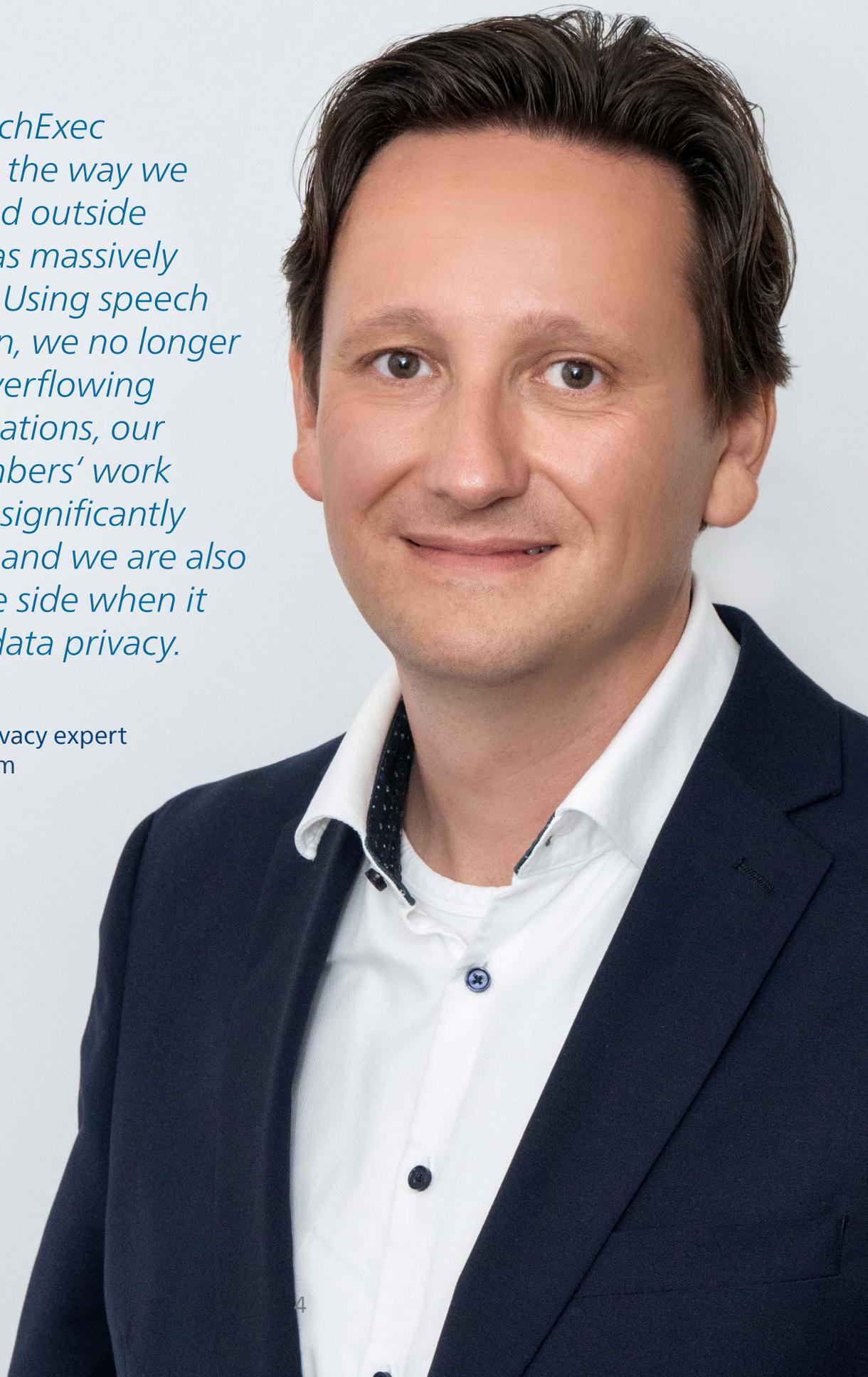




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Andreas Nörr

IT and data privacy expert
Möller Law Firm





creates a more relaxed working atmosphere at the firm and improves the service we provide to our clients." For example, documents that are dictated on the-go, perhaps at a client's location, can often be written and proof-read by the client, in the time taken for the lawyer to return to the office from an appointment. "The new solution also helps part-time paralegals achieve a better work-life balance by enabling them to also work remotely. As for junior attorneys, their demands for a mobile and contemporary work environment are met."

Cutting-edge alternative to Siri, WhatsApp and other apps

The SpeechExec Enterprise solution is

installed on local servers in the law firm; a very important factor for data privacy expert Andreas Nörr. "Of course, the younger employees would prefer to work with Siri, Whatsapp and other apps, but unfortunately that is not an option due to security reasons. That makes it even more important to offer them an innovative alternative, that can easily be used on a daily basis."

For transcription, the Möller Law Firm uses Nuance Dragon Legal Anywhere, which comes with an integrated legal vocabulary, and is hosted by Philips Speech partner EGS in a Deutsche Telekom cloud in Germany. EGS Computer Vertrieb GmbH specializes in innovative speech recognition solutions. The ex-

perts from EGS also installed the combined SpeechExec Enterprise and Dragon Legal Anywhere solution at Möller. There was no need for training at any point during the process. "The solution has been received very positively by the entire team, including the older generation; above all, remote working is very much appreciated. Headsets, the dictation app, the Philips SpeechMike Premium Air and even the PocketMemo device from Philips are used as speech input devices. All generations are represented here, the same as they are in our firm." Nörr rounds off with a laugh.

The Facts

The customer

Andreas Nörr,
IT and data privacy expert
Möller Law Firm,
Rosenheim, Germany
www.moeller-rae.de

Philips Partner

egs Computer Vertrieb GmbH
www.egs-vertrieb.de

The solution

Philips SpeechExec Enterprise
Dictation and Transcription
Solution

Philips SpeechMike Premium
Air Dictation Microphone

Philips PocketMemo Voice
Recorder



