



Stephen Rimmer LLP

Access to Digital Dictation, from within ALB, offered this firm time and cost savings

SR | Stephen Rimmer LLP
Solicitors

CASE STUDY



Client

Stephen Rimmer LLP Solicitors

Industry

Legal

Project

Integrating Digital Dictation into ALB

Introduction

Founded in 1981, this firm has enjoyed steady growth and now have more than one hundred solicitors and staff. A lot of their expansion has come from personal recommendation from clients and business colleagues.

The firm is authorised and regulated by the Solicitors Regulation Authority, and they have been granted a number of quality standard marks including LawNet, the Conveyancing Quality Mark, Trading Standards Buy with Confidence and ISO9001.

Offering legal advice and support to both businesses and individuals, Stephen Rimmer believe that their on-going success is based on their principles of respect, openness, teamwork, and innovation.



Their Advanced experience

Stephen Rimmer chose Digital Dictation for its ability to integrate with ALB. Grant Sanders, Partner and Practice Manager for the firm, explained:

“We prefer not to have multiple different third-party applications, so one of our key technology requirements is integration capability. Our previous dictation supplier invested heavily in development work we didn’t really need, or had any say in. We know Advanced listens to customers, and felt that by moving to Digital Dictation we could probably help influence future product development”.

The implementation process for Digital Dictation went smoothly, and users had no issues adapting. Grant spoke about some of the additional dictation functionality they are using:

“In addition to the standard dictation platform, we use the mobile app as well. It allows our fee earners to use their phones for dictations, no matter where they are. It’s very convenient”.

“We’ve also been trialling the Deferred Speech Recognition module and it’s really saving time. Our Civil Litigation partners produce lots of attendance and meeting notes, and now they can just dictate a document. It sits in a queue where it automatically gets picked up, typed, and returned within minutes. This frees up support teams, allowing them to get on with more valuable fee earning work”.

“The reporting is also very good. One of the tasks we use it for is resource checking. If we have absent staff, or a secretary who has a hundred dictations, while others only have a few, we can easily move resource around. It takes the pressure off”.





“Integration was our main priority, but value was also a motivation. Compared to the cost of similar systems, Advanced Digital Dictation is priced very competitively”.

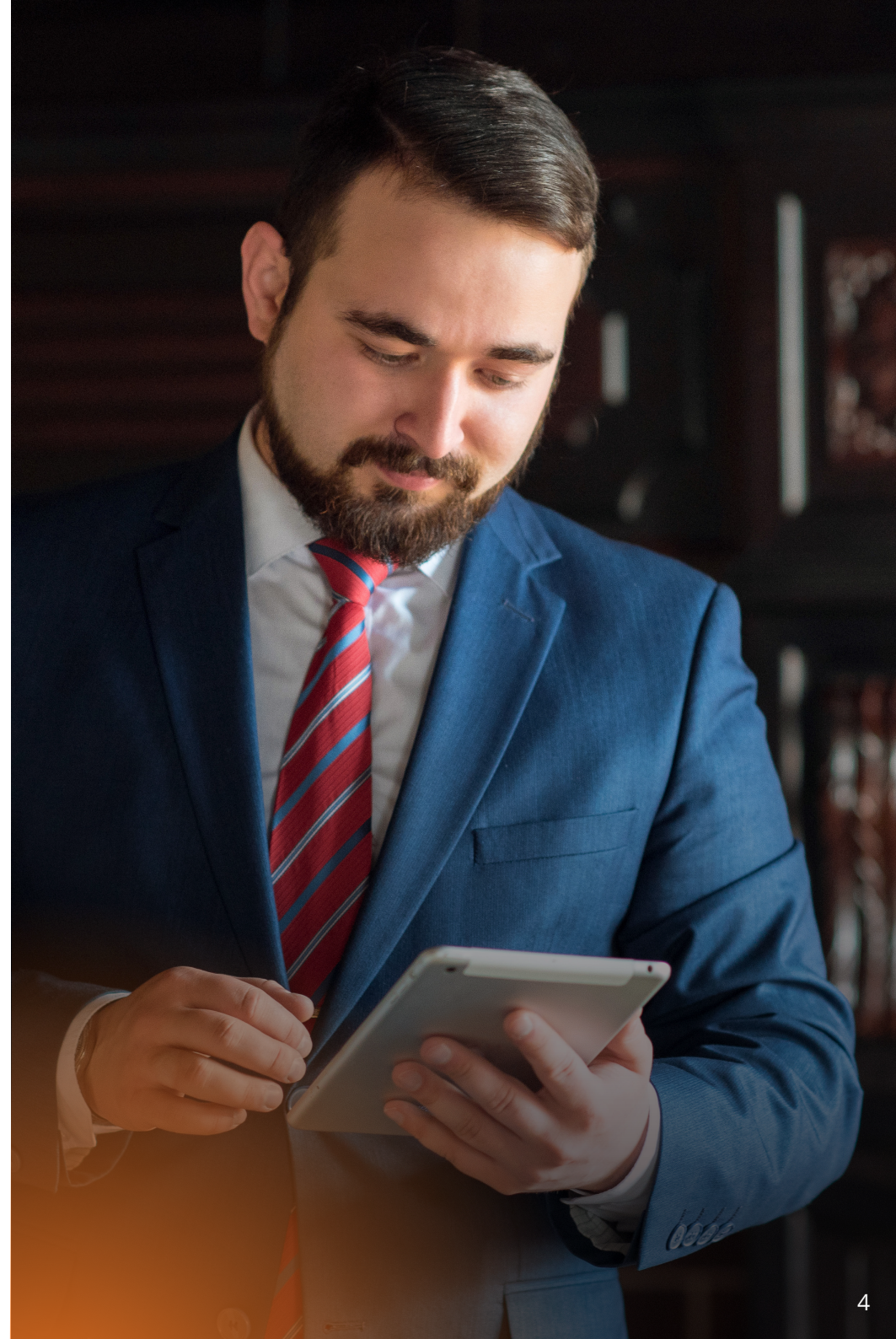
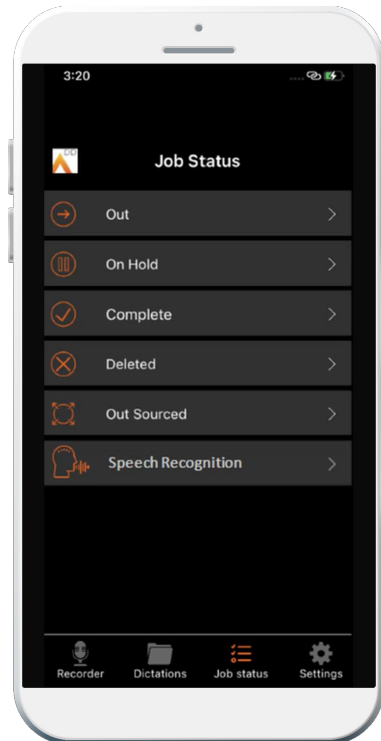
Grant Sanders, Partner & Practice Manager, Stephen Rimmer LLP

Why Digital Dictation?

We appreciate the convenience of this integration. Digital Dictation pulls through matter references from ALB, saving the time that would be spent rekeying data and labelling dictations.

Communication with Advanced

They've always been a very good partner of ours. They really listen to our requirements and have worked with us to ensure ALB, and integrations like Digital Dictation, work the way we need them to.



What's next?

Currently, we will continue to roll out Speech Recognition. Looking forward, I recently attended one of the ALB Roadshows and discovered that Coadjute is now on their roadmap. That is very interesting to us as it will offer us much greater transparency on transactions. We look forward to seeing how that develops.