



The Customer

Practice: Ellis-Fermor & Negus
 Location: 4 offices across Derbyshire & Nottinghamshire
 Industry: Legal Services
 Established: 1893
 Website: www.ellis-fermor.co.uk

The Challenge

Finding a cost-effective replacement for their analogue dictation system.

The Solution

OS7, the innovative dictation package from Oyez Speech

The Benefits

- Problems with analogue tapes and equipment eliminated
- Increased functionality that's allowed higher productivity
- Time savings as dictations are now easy to see and manage.
- On-going support that meets their requirements

Ellis-Fermor & Negus are an East Midlands legal practice with a national reach. Their success comes from a passion for providing a wide range of expert legal solutions in a manner that recognises every client as an individual with distinct requirements.

Oyez Speech delivered a feature-filled system and increased productivity for a reasonable investment

The management team at Ellis-Fermor & Negus recently realised that they needed to change their dictation/transcription process. They had relied on an analogue system for many years but were finding that in addition to being inefficient, it was becoming prohibitively expensive.

Jess Raebitt, the firm's IT Officer, explained the situation. 'We'd known for some time that the cost of replacing and repairing our analogue dictation equipment was higher every time we placed an order. It was also taking longer to source what we needed and we were afraid that eventually we wouldn't even be able to find what we required. It was time for a change.'

'We contacted a large dictation provider' Jess remembers 'and started a trial with 2 of our users. The system was fine and did everything that we needed it to but the price they quoted was very high. We didn't progress because we felt the investment required was not reasonable for us.'

Shortly after this trial period ended, Paul German who is the Practice Manager for Ellis-Fermor & Negus, attended a Law Society event where Oyez Speech were showing OS7, their digital dictation system.

'He was very impressed by what he saw and recommended that we investigate further' says Jess. 'The advantages of moving to Oyez's dictation package were clear from the start. It offered benefits and features comparable to the first trial system but at a much more reasonable cost. In just a few weeks we had OS7 installed for our 40+ users, across 4 locations.'

Any concerns that users may find it hard to adapt to the new system were eliminated very quickly. 'Right from the start everyone loved it' Jess reports. 'It's made dictation / transcription so much more efficient that we don't know how we got by without it.'

'Our Secretaries can instantly see all of the waiting transcriptions and the length and priority of each one' says Jess. All dictations are retrievable and we no longer face the horror of broken or lost tapes. We're all feeling the benefits of time savings and increased productivity'.

Jess also confirmed that the support they received from Oyez was beneficial. 'I can't rate them high enough' she says. 'Everyone was so professional and quick to respond to our requirements. Oyez is really lucky to have people like that working for them.'

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Jess Raebitt
 IT Officer
 Ellis-Fermor & Negus