



“SpeechExec has made a remarkable difference in our business, saving time and simplifying the process of dictation. All users find it simple to use and a very efficient way of transcribing...”

Penny Wilson | County Financial

About County Financial

County Financial Limited is a company of Financial Planners and Independent Financial Advisers. County Financial aim to make a profound difference in the lives of their clients by ‘making sense of money’, helping their clients to achieve wider goals and aspirations through ongoing guidance and advice.

Accurate and informative documentation is key to both the company’s and their client’s success. Previously using tape-based dictation equipment, County Financial found that the cost of replacing tapes was becoming an unnecessary expense. Tapes diminish in clarity after extended use, meaning dictations can become inaudible which makes accurately transcribing the completed document challenging.

Lacking the security of digital dictation, tapes could place the company at risk of failing to comply with GDPR guidelines; cassettes can easily become lost or stolen with personal information then accessible to authorised personnel.

Automating Transcription for Fast Document Turnaround

Along with the implementation of a new digital dictation system, County Financial opted for a solution incorporating the use of Nuance Dragon Professional Group for automatic transcription via background Speech Recognition. Making use of Speak-IT’s consultative services, the Financial Planning & Advisory company were made aware of the benefits that Speech Recognition could bring to their work through an online demonstration.

The Challenge

- Replace tape-based equipment
- Improve document turnaround
- Provide comprehensive security

Key Requirements

- Mobile dictation
- Increased document accuracy
- Automatic transcription

The Solution

- Philips SpeechAir
- Dragon Professional Group
- LFH7277 Transcription Kits

Implementing Innovative Tech Improving Document Turnaround Time

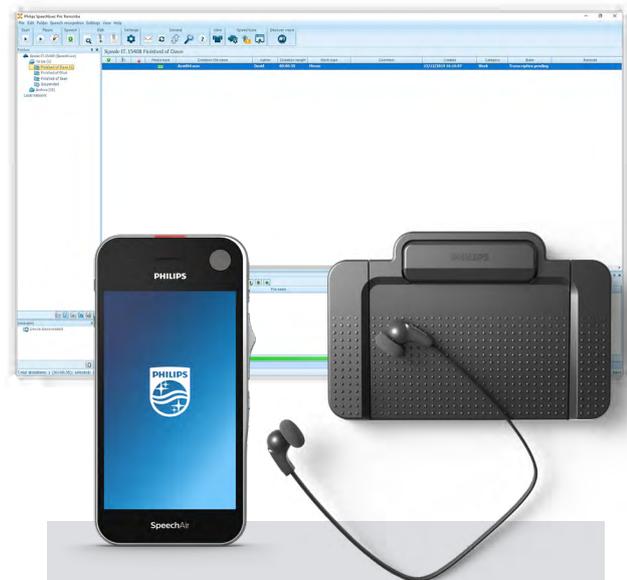
Mobile Document Creation via SpeechExec & Dragon

Prior to implementing a new system, Financial Planners were required to return to the office and physically hand over tapes to administration staff, who would then complete any documentation required. This meant that client's would have to wait longer than necessary for correspondence.

Utilising the WiFi capabilities of the Philips SpeechAir Voice Recorder, advisors are now able to dictate on-the-go and send files directly to the office from their SpeechAir device via email. This negates the need for the user to return to the office, meaning documentation can be completed whilst advisors are free to concentrate on other tasks.

Once received by the administration team, dictations are automatically transcribed using SpeechExec Pro Transcribe software with Nuance Dragon Professional Group. Dragon's background Speech Recognition is 99% accurate from point of installation and means that County Financial can complete documentation up to 3x faster with typists only required to proofread and correct the text document.

Administration staff at Country Financial have found that the workload has been drastically reduced and clients have enjoyed exceptional levels of service due to fast, efficient and accurate correspondence.



Support & Service

“We receive excellent support from Speak-IT and the team are always happy to assist or iron out any major issue we have experienced...”

Penny Wilson | County Financial