



# Client matters handled faster...

...and a better customer service experience at  
Newtons Solicitors, North Yorkshire

## Site Profile:

- Large firm of solicitors in North Yorkshire
- 120 staff across 12 offices
- Old digital dictation system "creaking under the strain"

## Challenge

- To create a system allowing reporting so capacity can be identified across different offices
- To minimise disruption to the busy team during implementation
- To provide a system which can expand as the company grows further

## Results

- Reporting facility has already allowed workload to be shared more effectively
- A smooth change-over, with little disruption and software that is easy to use at all levels
- New users can be added easily and concurrent licenses minimise ongoing costs

## Background

After almost a decade in business, Newtons Solicitors had grown significantly and, with five mergers under its belt, incorporated more than 120 staff across its 12 offices around North Yorkshire: Darlington, Durham, Harrogate, Knaresborough, Richmond, Ripon, Stokesley, Stockton, Beverly, York, Thirsk and Northallerton.

## Old dictation system 'creaking'

Pip Breen, Training and Development Manager at Newtons, said: "Our original digital voice recorders and secretarial system were ideal in the early days, but it was creaking under the strain of a much larger and extremely busy firm.

**"We also wanted a reporting facility to enable us to identify capacity across our offices, and we needed greater flexibility so the system could grow with us in future."**

## Consultation with VoicePower Ltd

After assessing the needs of the team at Newtons, VoicePower recommended the Winscribe system. As Winscribe Partners, VoicePower knew this would meet their requirements effectively and, as a server-based solution, could be centrally managed to enable them to manage the work across all of their branches from one place.



### Switching systems – minimal disruption

During implementation, VoicePower was able to keep down time to a minimum. Strategic planning meant the new software could be combined with their existing hardware – the Olympus digital voice recorders and secretarial equipment, which were still in good condition – to control costs.

Pip says that, as a result of introducing the new software, the team at Newtons is already seeing improvements. Because of the reporting capabilities of Winscribe, it is possible to assess the workloads across different offices and work more efficiently.

### Flexible for growth

Being able to do this will improve Newtons' turnaround times and thus enable them to deal with client matters faster, and in turn provide a better customer service which is key to their growth and values.

The new system is also flexible enough to adapt to future growth, so it is a long-term investment for the firm. Their admin manager is able to add new users easily and the whole team is finding the new software simple to use. One of the benefits of Winscribe is its pricing model, which is charged on a concurrent basis. This means that, with a team totalling 100 typists, but only 60 working at any one time, you only need 60 licences.

### Help from VoicePower Ltd

Pip said: "**VoicePower helped and supported from project planning to implementation and hand holding. With VoicePower's support, implementation was very easy.**

**We had a project plan in place, our larger offices were split to avoid too much disruption, and the whole process was very smooth. VoicePower also helped with the initial teething problems as we started using the new system.**

**The service has been excellent and we would certainly recommend VoicePower to others."**

### A bright future

Since the adoption of the Winscribe digital dictation VoicePower has also managed a successful Dragon speech recognition pilot within the firm.

The next steps are for Newtons to roll out the Dragon Professional Anywhere speech recognition for fee earners, this will increase efficiencies further and will also provide those fee earners with additional flexibility in how they can get their work including file notes, emails, case management updates and letters created.