TECHNOLOGY FOR LAYWERS 2004

Vendors

V11: Crescendo
Digital Dictation for Legal Firms

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Crescendo Systems Inc.

LET RIGHT PREVAIL

The Law Society of | Barreau
Upper Canada | du Haut-Canada

OBA · ABO
Ontario Bar Association
Association du Barreau de l'Ontario

Canadian Society for the Advancement of Legal Technology
L'association canadienne pour l'avancement de l'informatique juridique

CSALT - ACAIJ

CRESCENDO

presents...

Digital Dictation for Legal Firms

Dictation Spoken By One Who Knows

CRESCENDO

- US and Canadian market leader
- Over 2,000 installations and more than 200,000 users worldwide
- Over 60 law firm installations and growing…
- 70 staff worldwide
- You request – We deliver

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The Crescendo Fingerprint

- **14-Year Focus**
  - Solely focused on digital dictation and workflow management since 1990
  - Only DDS provider continually re-investing in the future of our products

- **Continuous Research & Development**
  - Over 15 staff in R & D allow us to continually provide the best solutions on the marketplace

- **Commitment to Customers**
  - More than 30 additional features implemented by recommendation from existing law firm customers in the last 18 months alone
  - Complete access (24 hours a day, 7 days a week) to:
    - R & D
    - Engineering
    - Support

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What is **Digi**Scribe-*XL* ?

- **A dictation and transcription solution particularly suited for dictation-intensive environments**
  - Unlimited users
  - Unlimited device types
  - Technology independent
  - 100% uptime availability of your dictation resources (data redundancy)
  - A system you can grow into (unrestricted expansion)

- **The most technically advanced and feature-rich digital dictation solution available**
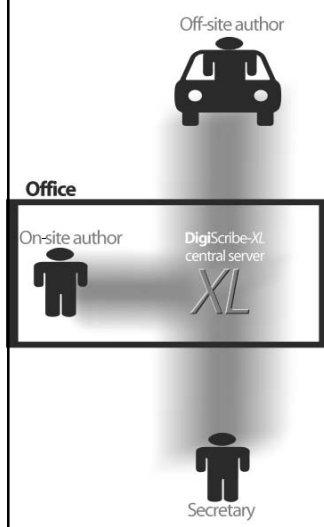
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Why Choose **Digi**Scribe-*XL ?*

- Mobility and Remote Services
  - On-site or on-the-move dictation
  - On and off-site transcription and management

- Maximum protection of your data
  - No duplication of voice files
  - Integrated monitoring of all Crescendo applications (Heartbeat Monitor)
  - Proven security in compliance with the most demanding confidentiality standards and protocols

- Integrates within your existing environment
  - Cost savings on equipment: leverage the resources you have already built up, both infrastructure and human (IS/Help Desk)
  - Modular approach: select and set up the modules that you need
  - Easy integration with other vendors' systems and devices
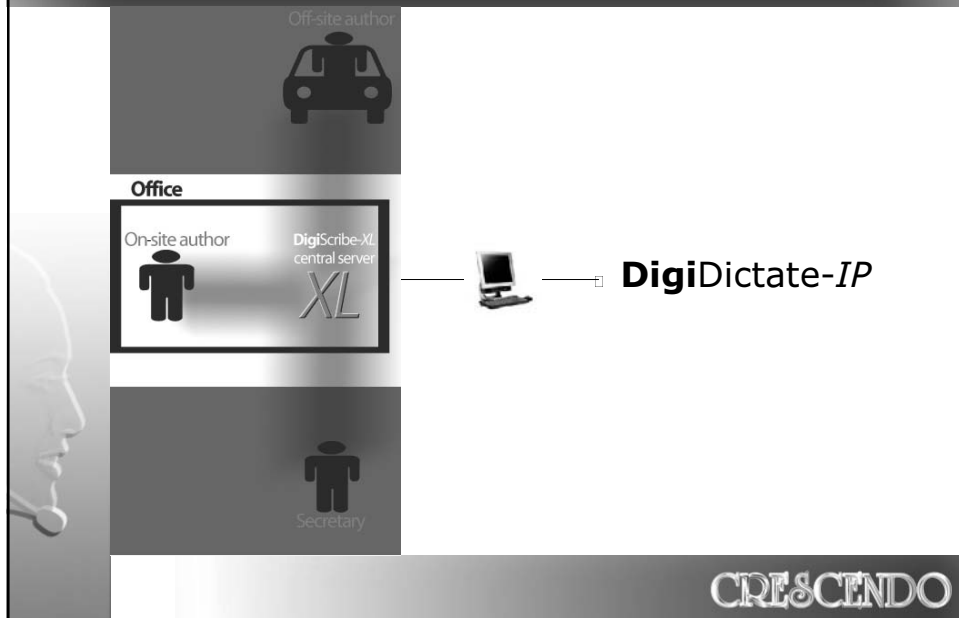 - Working habits unchanged for author and secretary alike

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DigiScribe-*XL* Solution Overview

Off-site author

Office

On-site author **Digi**Scribe-*XL* central server **XL**

Secretary

- On-the-move dictation
  - Using PC, pocket PC notebook, handheld recorder, mobile
  - Using standard telephone lines or via the Internet

- On-site dictation

- Centralized server management
  - Intelligent routing and queue management for allocating and prioritizing work
  - No duplication of voice files
  - PC network modules

- Off-site transcription
  - Via local area network (LAN)
  - Via wide area network (WAN)
  - Via the Internet using cable, modem or DSL

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1. On-Site Dictation

DigiDictate-*IP*

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Dictate On Your PC With **Digi**Dictate-*IP*

- A customizable, easy-to-use dictation interface
  - Supports wide range of standard PCs, notebook and tablet PCs
  - No need to change your dictation methods/habits (supports standard PC microphones such as Philips SpeechMike Pro)
  - Configurable to your preferences
  - Automates routing and prioritizing as per your specific criteria
- Feature-rich dictation, including:
  - Create & edit dictations
  - Mark a dictation in draft mode for later completion
  - Easily edit, insert, overwrite and prioritize your dictations
  - Search, review, edit and re-prioritize previously created dictations
- Voice files are stored directly on your server protecting every valuable second of speech
  - Allows easy back up
  - Adds to security

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Dictate On Your PC With **Digi**Dictate-*IP*

Access key dictation commands directly from the Crescendo VoiceBar:

View all key information on your main window:

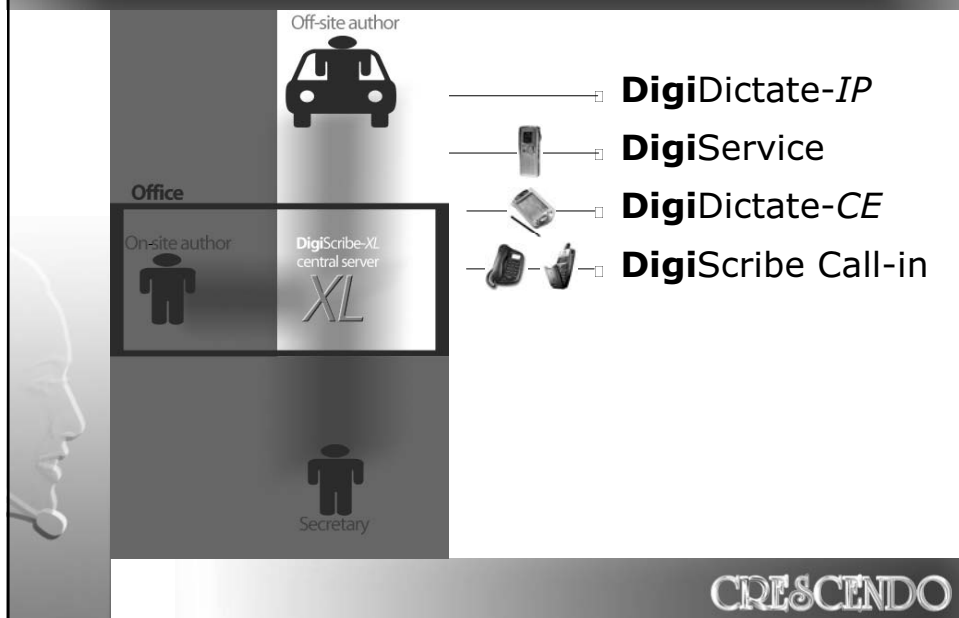| Job	Status	Priority	Length	Client Ref:	Type of Work	Comments	Secretary/Team	Secretary Typing Work	Typing Start Time	Fee-Earner Name	Dictation Sta
186	I	3	00:10	Kindle	Other		Litigation			Hall, Jamie	10/08/2004
188	U	3	00:10	Harvey C456	Att Note		Litigation			Hall, Jamie	10/08/2004
185	U	3	00:15	Harvey C456	Email		Litigation			Hall, Jamie	10/08/2004
184	U	3	00:13	C/34900	Att Note		Litigation			Hall, Jamie	10/08/2004
182	U	3	00:30	Mrs Edwards ...	Letter		Litigation			Hall, Jamie	10/08/2004
183	U	3	00:09	Sims New RD	Letter		Litigation			Hall, Jamie	10/08/2004
187	R	1	00:33	Kindle	Letter		Litigation	Wheeler, Rachel	10/08/2004 14:5...	Hall, Jamie	10/08/2004

1234 - Jamie Hall   Jobs: 7   Mins.: 2   No SpeechMike   No Foo

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2. On-the-move Dictation

Off-site author

DigiDictate-*IP*

DigiService

DigiDictate-*CE*

DigiScribe Call-in

Office

On-site author

DigiScribe-*XL*
central server
XL

Secretary

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Dictate Freely With   **Digi**Dictate-*IP*

- Allows you to work from home or on the go while providing the same functionality as dictating directly connected to the network
  - Synchronizes personal settings on every connection
  - Allows online access and dictation when connected to the Internet
  - Allows offline dictation with local storage when connection is not available
  - Uploads any local dictation automatically on next connection to the Internet or office LAN/WAN

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Dictate From Your Preferred Device

- Handheld recorder dictation: **Digi**Service
  - Handheld devices provide similar functionality to the mini-cassette recorder with all the digital features such as edit/overwrite, insert and delete functionalities, etc.
  - **Digi**Service acts as the link between handheld devices and **Digi**Scribe-*XL*
  - Supports Olympus, Philips, Sanyo, Gründig & Uher models
  - Automated download via USB cable, docking station or digital card readers
  - Prepares voice files so that they are accessible by any **Digi**Scribe-*XL* component
  - Routes work for immediate transcription by the correct secretary or department
  - Any recordings from mobile devices can be accessed by other methods for correction such as **Digi**Dictate-*IP* or **Digi**Player-*IP*

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Dictate From Your Preferred Device

- Pocket PC dictation: **Digi**Dictate-*CE*
  - Extends the convergence of mobile computing
  - Key features include:
    - GUI interface for increased ease of use
    - Detailed identification of each dictation
    - Automatic download of dictations via docking station or Flash Card
    - Wireless upload also available
    - **Digi**Console places voice files in the appropriate route for immediate transcription by the correct secretary
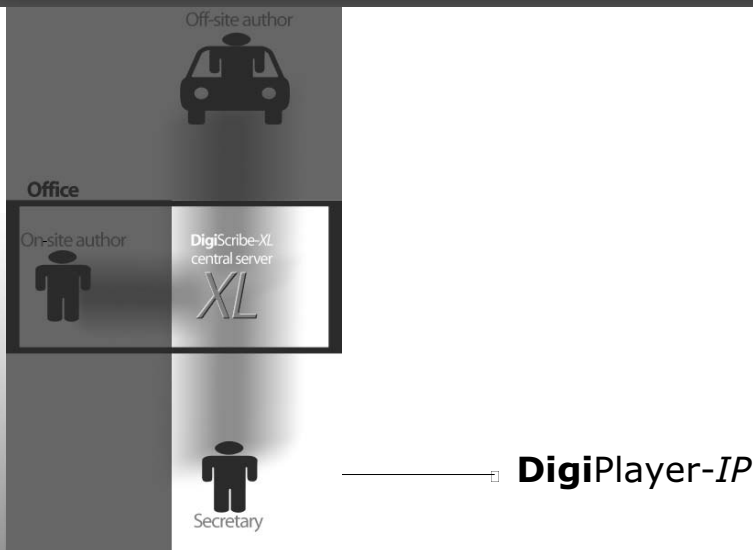
- Phone dictation: **Digi**Scribe Call-in
  - Dictate from any landline or mobile phone, anywhere.

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3. Transcription Services

Off-site author

Office

On-site author

DigiScribe-*XL*
central server

XL

Secretary

DigiPlayer-*IP*

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DigiPlayer-*IP*   For Remote Services

- Allows secretaries to:
  - Transcribe directly via their desktop PC or at-home PC
  - Play 'CD'-sound quality dictations in real-time
  - Improve productivity with GUI interface
  - Reduce fatigue by keeping focus on screen and hands on the keyboard

- Key features include:
  - Review dictations by length, author and document type
  - No manual download of voice files required
  - Switch routing groups to assist other departments
  - Voice files are maintained on the server and always kept safe from accidental deletion
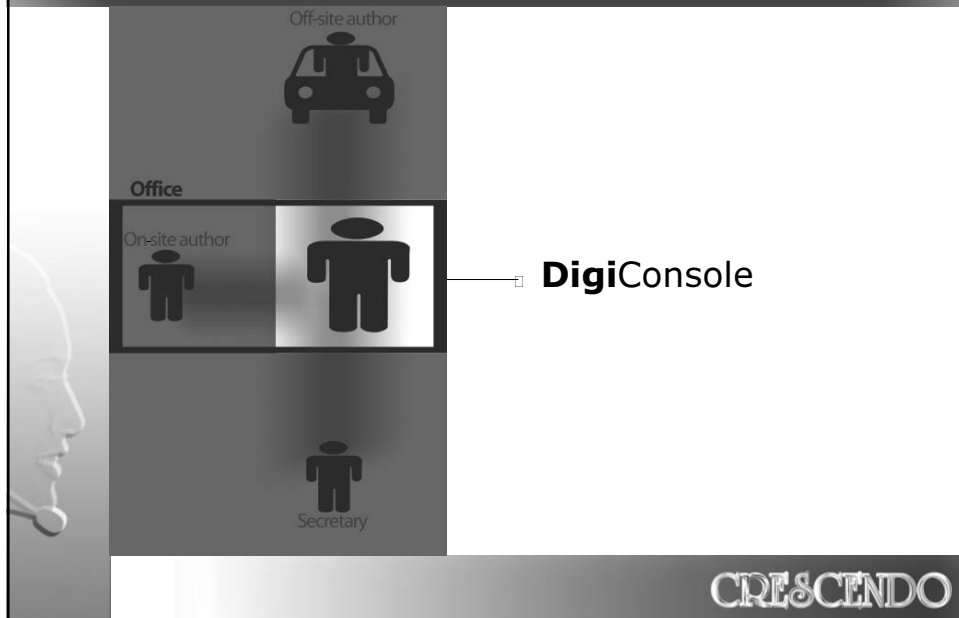 - Headset and foot pedals connect to PC

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DigiPlayer-*IP*   For Remote Services

- Full on-screen control of jobs, with color codes for priority and turnaround times

DigiPlayer-IP

Server Preferences View Dictation Help

Job	Status	Priority	Length	Client Ref:	Type of Work	Comments	Fee-Earner Name	Secretary/Team	Dictate End	Dictat
187	R	1	00:33	Kindle	Letter		Hall, Jamie	Litigation	10/08/2004 14:52:43	10/08
183	U	3	00:09	Sims New RD	Letter		Hall, Jamie	Litigation	10/08/2004 14:48:28	10/08
182	U	3	00:30	Mrs Edwards - 4	Letter		Hall, Jamie	Litigation	10/08/2004 14:48:36	10/08
184	U	3	00:13	C/34900	Att Note		Hall, Jamie	Litigation	10/08/2004 14:49:59	10/08
185	U	3	00:15	Harvey C456	Email		Hall, Jamie	Litigation	10/08/2004 14:51:09	10/08
188	U	3	00:10	Harvey C456	Att Note		Hall, Jamie	Litigation	10/08/2004 14:53:25	10/08

| 1000 - Rachel Wheeler | Jobs.: 6 | Mins.: 1 | Lines: 18 | No FootPedal |

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4. Supervisor Control

DigiConsole

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Complete Supervisor Control With **Digi**Console

- Gain complete control over the workflow environment thanks to:
  - Intelligent routing and scheduling of jobs by client, department, work type, priority and age
  - Job progress tracking
  - Personalization of settings for all system users, whether on or off-site.
  - Timed reports & saved queries
  - Comprehensive management reports (based on privileges)

- Improved Productivity
  - Ability to prioritize workload/worktype
  - Ability to share work between individuals, teams, facilities and regional branch offices
  - Significant improvement in turnaround times

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Complete Supervisor Control With **Digi**Console

The Master View provides critical job information at a glance:

Master View - All Jobs

Search For:

Sort By Field: Job# ☑ Search on ENTER ☐ Restrict View

Refresh Done
Query Save Config

Job#	Status	Length	Author ID	Author Name	Subject ID	Subject Name	Facility ID	Facility Name
188	U	00:00:10	1234	Hall, Jamie	Harvey C456		1	Crescendo Systems LTD
187	R	00:00:33	1234	Hall, Jamie	Kindle		1	Crescendo Systems LTD
186	I	00:00:10	1234	Hall, Jamie	Kindle		1	Crescendo Systems LTD
185	U	00:00:15	1234	Hall, Jamie	Harvey C456		1	Crescendo Systems LTD
184	U	00:00:13	1234	Hall, Jamie	C/34900		1	Crescendo Systems LTD
183	U	00:00:09	1234	Hall, Jamie	Sims New RD		1	Crescendo Systems LTD
182	U	00:00:30	1234	Hall, Jamie	Mrs Edwards · ·		1	Crescendo Systems LTD
181	P	00:00:03	1234	Hall, Jamie	999999999		1	Crescendo Systems LTD
180	P	00:00:03	1234	Hall, Jamie	999999999		1	Crescendo Systems LTD
179	P	00:00:04	1234	Hall, Jamie	999999999		1	Crescendo Systems LTD
178	P	00:00:04	1234	Hall, Jamie	999999999		1	Crescendo Systems LTD

◉ Total ◎ Untrnscr ◎ Priorities ◎ WIP ◎ On Hold ◎ OffSite ◎ Processed ◎ Archived

Jobs: 188 Minutes: 20.81 Lines: 208

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5. Distribution

Off-site author

Office

On-site author

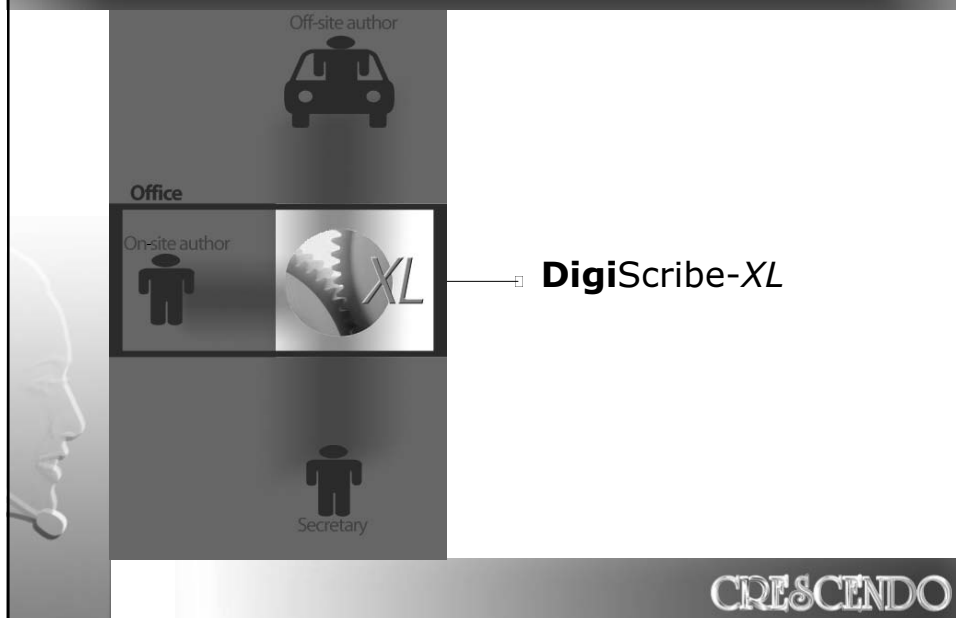Secretary

DigiRouter

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DigiRouter   Your Automated Supervisor
(optional)

- This multi-level workflow manager allows distribution and dictation monitoring to be processed automatically and transparently:
  - Automatically prioritizes jobs based on age or work type
  - Digitally exports voice files to network drive/directories
  - Manages off-site dictations by transcription service
  - Alerts supervisor when turnaround time is exceeded

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6. Technology

Off-site author

Office

On-site author

XL   **Digi**Scribe-*XL*

Secretary

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The **Digi**Scribe-*XL* Platform

- Can be used with any network setup
- Minimal hardware & operating system requirements
- True open standards allows easy integration with office applications
- Unique bandwidth management reduces network overheads
- Built-in maintenance, housekeeping and monitoring

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For any further information,
please contact us:

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Dictation Spoken By One Who Knows…