



BOREL & BARBEY

Frisbee® Enterprise Server allows better control of the dictation processes

A PORTRAIT OF BOREL & BARBEY

The Borel & Barbey law firm was established in 1907 by two prominent attorneys and has now grown to more than thirty attorneys fully dedicated to their clients. Entrepreneurs, multinational, and high net worth individuals have patronised the Borel & Barbey firm for more than four generations. The firm has also been mindful of the necessity to adapt to changes in political and economic environments on national and international levels.



Borel & Barbey

Number of Frisbee users	
Number of attorneys	28
Number of assistants	20

Solution

Frisbee Enterprise Server

Digital dictation devices

Philips 9500

THE CHALLENGE

Borel & Barbey adopted and implemented analog dictation many years ago. In mid-2009, the office began to review their dictation processes and recognized the need to replace their aging analog dictation products with a more reliable solution. Due to the age of their equipment, hardware failures were more frequent, sometimes in the middle of a dictation. In addition, there were problems with mixed tapes and handling, the sound quality was degraded making it difficult and time consuming for secretaries to transcribe the voice files.

OUR SOLUTION

Rather than searching for new analog devices, the firm was looking for a solution that would allow attorneys to easily transfer their voice files, remain updated on those that need to be transcribed, dictate their pleadings, letters and reports using the Philips 9500 mobile dictation device, and allow the secretaries to easily handle the daily dictation workload. Because the attorneys can dictate in French or in English, it was also important to propose a solution that would allow them to create different workflows based on the language used in the dictation. Professionals also wanted to have an easy to learn dictation system. After researching the digital dictation market, Borel & Barbey decided that the Frisbee Enterprise Server solution best suited their requirements. The Frisbee Certified Partner Kyos, based in Geneva, was responsible for the installation which was rolled out in March 2010. Kyos used their own remote installation solution to deploy the client software. A 10 minutes training was done in order to explain the basics of the solution and the secretaries then easily understood its logic. As for the attorneys, it was even easier since they almost never have to interact with the software because the dictations transferred automatically.

“Thanks to Frisbee, the workflow is simplified, attorneys do not waste time and their assistants can manage the transcriptions in an easier way.”

Mr. de Weck, Partner at Borel & Barbey

INTERVIEW WITH MR. de WECK, PARTNER AT BOREL & BARBEY

What made you pick Frisbee?

First, we looked at all the proposed solutions. The simplicity of users' account and digital dictation workflow management were the primary reasons for choosing this solution. It is also one that requires the least work for authors, which is very important.

The licensing model with concurrent connections is accessible at a reasonable price for a practice of about 60 people. To simplify the maintenance and installation process, it was decided that we would utilize a single digital recorder throughout the law firm.

How did you use to handle dictation, and what were the reasons for re-evaluating it?

The attorneys used analogue dictation for many years. The bands often broke down and it was sometimes difficult to tie a tape to a folder. This was a waste of time for the secretary in charge of the transcript. Using digital dictation helped us overcome these problems.

What advantages can you see today from the Frisbee solution?

The workflow is greatly simplified: the author records the dictation, puts the dictation device on its base so that the voice file will be automatically compressed and sent to the predefined secretary in the workflow. In case the attorney has one secretary transcribes the English language and another one in French, each language can be selected on the recorder device and the dictation is automatically transferred to the correct secretary. Some attorneys have also started to use dictation when they are abroad. The procedure allows them to send their dictation to the secretary by e-mail so that it is imported into Frisbee. Partners and associates no longer need to be in the office to dictate which has given them the option of a more flexible working environment.

The quality of the audio files has also improved over the previous system. Improved audio quality means better quality transcription and faster turnaround times.

FRISBEE – FACTS & FIGURES

- ◆ Open architecture, means independent of hardware, i.e. integrated professional dictation machines from all leading manufacturers
- ◆ Modular and scalable structure of one to an unlimited number of authors and transcriptionists
- ◆ Dictation, workflow management and speech recognition in one product
- ◆ Central administration of users, profiles and jobs
- ◆ Integration in MIS, HIS, etc. by means of SDK or XML and HTTP
- ◆ Frisbee Smart for telephone dictation with iPhone, BlackBerry and Windows Mobile Smartphones

ABOUT me2me

me2me AG is a software company delivering productivity solutions for enterprise mobility. The me2me product portfolio helps users to connect to enterprise information and communication systems via easy-to-use mobile applications! The portfolio includes voice based application delivered through mobile devices (cars, cell phones & smart phones) as well as Frisbee, a state-of-the-art dictation and transcription workflow solution used in the legal, healthcare and administration markets.



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