

## LEGAL INDUSTRY CASE STUDY

Court reporters and court reporting agencies in the legal industry increased their efficiencies with Scribie's transcription and custom formatting services.

### CHALLENGES FACED



#### **Unreliable Turnaround Time:**

Quick and reliable turnaround time is crucial in the legal field, where time is of the essence. Clients sought a prompt and reliable service to ensure their transcription requirements were met efficiently and dependably.



#### **Managing Multiple Vendors:**

Coordinating with several vendors can become overwhelming with an increasing scope of work, highlighting the need for a single point of contact.



#### **Erratic Quality:**

Engaging multiple vendors led to inconsistent quality of the transcript, underscoring the key challenge of ensuring standardized quality.



#### **Court-Ready Transcripts:**

Legal firms require the transcript files in a specific custom format to ensure readability and uniformity, without the need for extensive editing to comply with legal requirements.



#### **Difficulty Scaling Up:**

Legal firms face hurdles in seamlessly expanding their work without reliable solutions.

### OBJECTIVE

The main goals were to establish a standardized transcription solution, enabling firms to dynamically scale up operations in response to client demand. Another critical aspect was to facilitate seamless coordination and progress tracking.



### Guaranteed Quality

We are committed to quality even with an increased workload. Our quality standard is 99% accuracy and the transcripts are delivered only when this criterion is met.



### Best Price-to-Accuracy Ratio

You pay a fixed price for the transcription and custom formatting of your files. We provide the best price-to-accuracy ratio for clean files with American speakers.



### Integrated Solutions

This approach offers clients a centralized and comprehensive solution for their transcription and custom formatting needs, facilitated through a SPOC.



### Keep Files Confidential

We take confidentiality very seriously and we handle your files with the utmost care, that is, access to the files is restricted strictly on a need-to-know basis, and is encrypted.

## RESULTS

### Rapid Success:

In just three months, we successfully handled a 4X increase in workload, enhancing the convenience and satisfaction of our clients.

### Collaboration:

We developed and implemented an innovative solution utilizing Artificial Intelligence (AI) technology and upgraded Automatic Speech Recognition (ASR) systems.

### Focus:

Clients streamline their workflow and delegate non-core tasks, enabling them to concentrate on essential activities that drive their business forward.

### Boosting Delivery Speed:



By creating a customized solution for our clients, we realized a 30% enhancement in the speed of delivering transcripts, leading to faster and more efficient service provision for clients.



### Continuous Quality Improvement:

By making gradual improvements, we were able to enhance the quality of our service, we continuously raised the bar and achieved the highest standard possible.

# Victories & Testimonials

By working closely with our customers, we co-created an industry-leading solution.

- ▲ Content delivery in the required custom formats
- ▲ Scalable system to handle any increase in work capacity

We have the privilege to work with numerous legal firms, court reporters, and lawyers. We take pride in being their primary choice for transcription services. If you are interested in exploring our capabilities, please feel free to contact us for a demo. We would be glad to demonstrate how we can be your perfect partner.

**Write to us at - [hello@scribie.com](mailto:hello@scribie.com)**

By continuously upgrading our systems and capabilities, we stay ahead of the curve. We have solved multiple nuanced requirements in the legal space and extended our top-notch services.

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The person who transcribed this document did a great job distinguishing between two individuals with the same initials. They appropriately referred to each individual. They even spelled a Spanish phrase correctly. I am impressed with their work and would be happy to have them transcribe my documents.

CEO at a renowned legal services firm