



nflow
digital dictation



frenchduncan.

CASE STUDY: French Duncan

Firm

French Duncan

Location

Glasgow, Falkirk

Users

26

Business Need

Analogue tape replacement and BlackBerry roll-out

Solution

nFlow Digital Dictation

Results

- Increased efficiency
- Geographical flexibility
- Worksharing enabled
- Improved working practices

Background

French Duncan is an independent firm of chartered accountants and business advisors, headquartered in Scotland, working with clients throughout the UK. Its principal services include Assurance and Advisory, Tax Advisory, Corporate Advisory and Business Recovery & Insolvency Services.

Challenge

Previously, secretarial staff received dictations on audio tapes, with no idea of how long the transcripts were. Also, quite often a single tape carried dictations pertaining to more than one client. This made work sharing difficult amongst administrative staff. Furthermore, without the option of a mobile device, dictations could not be easily sent when out of the office, essentially wasting potentially billable time.

Solution and benefits

nFlow deployed its Digital Dictation System (DDS) along with the nFlow Mobile for BlackBerry application, and with the first phase of implementation complete in the firm's Glasgow and Falkirk offices, French Duncan is seeing visible benefits of increased efficiency and productivity and improved workflow and workload management at these sites.

nFlow has facilitated better work management and greatly improved remote and mobile working at the firm. Authors at French Duncan are now able to send dictations instantly from any geographical location with express guidance on type of document, priorities and urgency for transcription.



BlackBerry® Bold™ 9000 smartphone

Because the nFlow DDS is a workflow based solution, now digital dictations are automatically saved in the right place and accessible to the entire secretarial pool. This ensures that client work is executed in a timely manner even when the primary staff working on individual clients is away due to sickness or holidays.

Further, nFlow has customised the nFlow Mobile application for BlackBerry for French Duncan to deliver additional functionality. For instance, aside from just using their devices to record and send dictations, authors are also able to send instructional messages (voice and email) to their respective offices such as requests for meeting room bookings or information of their whereabouts to arrange client meetings.



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About nFlow

nFlow is the leading developer of digital dictation technology within the UK accountancy market, with offices in the UK, Holland and Australia, and an extensive customer base spanning national and international territories across a range of professional services industries including accountancy and legal.

The nFlow approach and solutions ensure an effortless purchase and implementation process, drawing on a highly skilled team of technical, sales and support specialists. The teams are solely focused on delivering innovative solutions with industry-recognised, award-winning quality service. nFlow provides consultation, technology and support underpinned by a framework of unrivalled industry knowledge, flexibility and understanding.

Robert Kerr, Managing Partner of French Duncan, said,

"We are always on the lookout for technology that can help us become more efficient as an organisation, as efficiency positively impacts on the service we deliver to our customers. nFlow's technology has delivered instant business benefits to us and we are very keen to extend the solution to our other sites."

Rob Lancashire, Sales and Marketing Director at nFlow, added,

"In fixed cost based organisations such as accountancy firms, operational efficiency can directly facilitate higher business margins. Especially in the current economic climate, and with increasing competitive pressure in the professional services sector, digital dictation technology can deliver significant operational cost savings. Some of our customers have seen productivity increases of up to 30% and reductions in operational costs of up to 10%. Herein lies the business case for digital dictation technology."

For the Author in the office...

With truly liberating flexibility and control, users have the ability to dictate in the office safe in the knowledge that a dictation is immediately available for typing as soon as it is sent. Users recognise that nFlow digital dictation imposes minimal changes to their working day whilst delivering significant results to the turnaround of their work.

For the Author on the move...

With full support for portable dictation devices, Citrix and Terminal Services remote connections, dictation over the telephone, PDAs or the web, authors can dictate virtually anywhere and at anytime, knowing they can get their dictation back to the office often with only the click of a button.

For the Secretary in the office or at home...

The familiarity of traditional transcription equipment is delivered in a solution that gives a level of control and the ability to share work that is just not possible with analogue tapes. Coupled with the flexibility to transcribe anywhere and you get a new level of flexible working.

For the Secretarial Manager...

At last, a clear and simple solution for the administrator, providing the information and control required to get the typing done.

For the Systems Administrator

A self sufficient enterprise aware system, this truly low maintenance software takes minimal effort to manage and is highly resilient and robust.