



CASE STUDY: Johnston Carmichael

Firm

Johnston Carmichael

Location

Aberdeen, Edinburgh,
Elgin, Fraserburgh,
Inverurie, Glasgow,
Inverness, Huntly, Forfar
and Perth

nFlow users

225

Business Need

Firmwide analogue tape
replacement

Solution

nFlow Digital Dictation
v5

Results

- Increased efficiency
- Increased visibility
- Worksharing enabled
- Improved working practices

Background

Johnston Carmichael is a practice ranked amongst the top 25 accountancy firms with numerous offices throughout Scotland. Specialising in the provision of a comprehensive range of high quality accountancy and business services, Johnston Carmichael have an impressive list of over 8,000 clients. Their client list currently includes entrepreneurs, owner-managed businesses, partnerships, companies and individuals whose needs are as diverse as the businesses they are involved in.

Challenge

Previously, a number of barriers were limiting the efficiency of transcription across the firm. The most important was the poor quality of the analogue equipment in use. First, a secretary would have to wait until a tape was filled before transcribing it, meaning a significant wait for those elements that were recorded first. Equally, if an urgent piece of work was 'buried' in the middle of a tape, it could be hard to find. Third, flexible and mobile working practices meant that material was being recorded at home or abroad, again meaning a long wait for transcription. In addition, there were cases when it may have been more efficient to transcribe in the Edinburgh office a piece of work originating from Glasgow – another factor restricted by technology.

Why nFlow?

Implemented in just two weeks, nFlow DDS Version 5.0 was made available to 225 users across the firm's ten offices in Aberdeen, Edinburgh, Elgin, Fraserburgh, Inverurie, Glasgow, Inverness, Huntly, Forfar and Perth. In addition, to facilitate remote dictation for users, Johnston Carmichael

has also deployed the nFlow Mobile Suite for BlackBerry, its mobile dictation solution.

Commenting on the project, Douglas Rintoul, IT Partner at Johnston Carmichael, said,

"Enterprise-wide implementation of digital dictation technology is a strategic decision at the firm to efficiently support future growth opportunities. We chose nFlow because we believe it is the best solution on the market for both users and the IT department – interestingly, a sentiment also echoed by other leading firms in our sector. Its comprehensive functionality and familiar Microsoft Outlook 2007 look and feel makes it very intuitive to use for users. For the IT department, the .NET service based design enables centralised administration and maintenance of the solution, particularly important for organisations such as ours where we have multiple offices, delivering huge time savings and unbeatably low support overheads."

Solution and benefits

nFlow DDS Version 5.0 is a Microsoft .NET workflow based digital dictation solution that includes USB dictation and transcription hardware and provides a familiar Microsoft Outlook interface for users.

Johnston Carmichael has experienced significant productivity gains from implementing nFlow DDS Version 5.0. The greatly enhanced mobility and remote access offered by the solution means that fee earners are now able to send their dictations to their office for typing from any physical location, resulting in faster turnaround times on deliverables to clients. Also, it has facilitated more efficient workload sharing amongst secretarial staff, irrespective of



All company and product names are registered trademarks and/or trademarks of their respective owners.

DictaFlow® and nFlow® are trademarks of nFlow Software Ltd Copyright© nFlow Software Ltd 2008

All rights reserved. All details subject to change without notice.

CASE STUDY: Johnston Carmichael



Pictured: Johnston Carmichael, Inverness



Pictured: Johnston Carmichael, Glasgow



Pictured: Johnston Carmichael, Aberdeen



Pictured: Johnston Carmichael, Inverurie



Pictured: Johnston Carmichael, Elgin



Pictured: Johnston Carmichael, Huntly



Pictured: Johnston Carmichael, Forfar



Pictured: Johnston Carmichael, Fraserburgh



Pictured: Johnston Carmichael, Perth & Edinburgh

where they are physically located at any point in time. Further, the clarity of dictation recording delivered by nFlow Version 5.0 has considerably reduced the time spent by staff in creating and reworking transcribed documents. This move from analogue tapes to digital has also eliminated the costs previously incurred to purchase large volumes of tapes for dictation.

nFlow Sales & Marketing Director, Rob Lancashire, added,

“Despite the current difficult economic climate, we are continuing to see a growing interest in our solution as accountancy firms focus on achieving increased enterprise-wide operational efficiencies to meet business targets. Version 5.0 easily integrates into firms’ IT infrastructure and delivers instant business gains, which makes it very attractive to firms.”

Today, digital dictation technology is fast establishing itself as an indispensable business productivity facilitator in the accountancy sector. The fact that Johnston Carmichael, yet another highly reputed UK accountancy firm, driven purely by business goals, has chosen to deploy this solution, speaks volumes of the benefits this technology can provide firms.”

Technical features

The nFlow DDS solution brings more flexibility and functionality to a client’s overall technical infrastructure. Based on an intuitive Outlook-style interface for ease-of-use and rapid user familiarity, its system architecture is structured to deliver:

- / Global work-sharing between fee earners and secretaries, with no negative impact on individual performance levels or organisation-wide workflows
- / A high level of resilience in the event of link failure, through multi-site replicated database implementation
- / Excellent user experience in remote locations with poor bandwidth connections
- / Multiple site implementation eradicating waste WAN traffic and enabling disaster recovery without the need for costly offsite facilities
- / Business intelligence and reporting on the dictation/transcription process.

Advantages for the fee earner

- / Heightened efficiencies for better client relationships
- / Freedom and flexibility for productive work anywhere, any time
- / Easy prioritisation and status-tracking

Advantages for the secretary

- / Constant knowledge of forthcoming tasks and priorities
- / Ability to share jobs between individuals and across sites
- / Opportunity to address the most urgent jobs first

In essence, the nFlow DDS solution allows fee earners and secretaries to work as teams focused on client priorities, so benefiting the firm as a whole through a stronger relationship and more regular billing opportunities.