

nFlow Digital Dictation Chosen Firmwide By Dickinson Manser

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March 13, 2008 (FPRC) -- nFlow, a leading supplier of digital dictation solutions today announced that Dickinson Manser, a leading South Coast law firm and a member of the Law Group UK, has completed the rollout of nFlow Digital Dictation System (DDS) as their solution of choice. nFlow was selected following a review of the market, leading its rivals on cost, functionality and all round approach, particularly in a thin client environment. The project involved nFlow working with a number of 3rd parties including Tikit who provide Dickinson Manser with infrastructure support and Lexis Nexis Axxia, where a joint development project provided a live matter look up integration.

The nFlow project saw the installation of nFlow DDS to 61 users over 2 sites, Poole and Broadstone, with the former requiring installation on standard Windows PCs. The Broadstone site required installation on Citrix with nFlow's unique local audio repository technology once again demonstrating the systems strength in thin client environments where limited link capacity between offices is an issue. This has resulted in users finding the performance of nFlow DDS in the remote office running on Citrix, to be equally as good as the performance on the PCs in the main office.

The Lexis Nexis Axxia integration provides a live matter look up with the Unix version of Axxia DES using the nFlow universal PMS look up module. This allows fee earners to simply but accurately attach live and validated matter information to each dictation.

Management information and reporting was of importance to the firm so enabling this was an important element of the project. nFlow's unique reporting data warehouse technology allows Dickinson Manser to store unlimited job data and to interrogate it to gain access to information by any means and at any time.

The nFlow system at Dickinson Manser has also been implemented with nFlow portable device downloader technology providing an effortless download process for all users and a common device independent interface.

The results of Dickinson Manser's investment in nFlow DDS are already being observed with the firm reporting a 2-3 day backlog having been completely removed and the turnaround time on large documents such as leases being halved. The firm says the ability with nFlow DDS to see work prioritised by both time and document type has empowered secretaries to be a lot more effective with their time.

Jean Kendrick, Dickinson Manser Office Manager commented on the project; "The project was an 'unknown' to my colleagues and I, but I have to say it has all gone very smoothly and we are already recognising the benefits. For example my secretaries will now pick up a short job just before lunch or the end of the day whereas before they would have avoided starting a tape as they just didn't know what was on it." Mrs Kendrick continued, "The nFlow team were consistently helpful and supportive throughout the entire implementation process. We are very pleased we installed nFlow, in fact I now don't know what we would do without it now."

Rob Lancashire, nFlow Sales & Marketing Director said "Dickinson Manser are another innovative and ambitious regional law firm to choose nFlow DDS. The project was really interesting for nFlow, the technical requirements for the project were high and they drew on our unique technical ability and functionality, particularly in the Citrix environment. The project is a great reflection of how nFlow DDS has been developed to the highest technical standards and ultimately possesses unique functionality that allows firms to fully utilise their Digital Dictation investment whilst maximising the overall benefits and scalability of their infrastructure."

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