



Digital Speech Processing Reference Story

Previa



Client benefits

The implementation of the Grundig/Care Talk solution to almost 300 users has delivered a wealth of user advantage. Previa employees can easily keep track of individual dictations while the overall management of the dictation process has improved hugely: with the analytical and history tools available, the company knows at all times the exact amount of files awaiting dictation and the total minutes of transcription time needed. This allows more efficient use of personnel resources and more proactive planning of required labour levels.

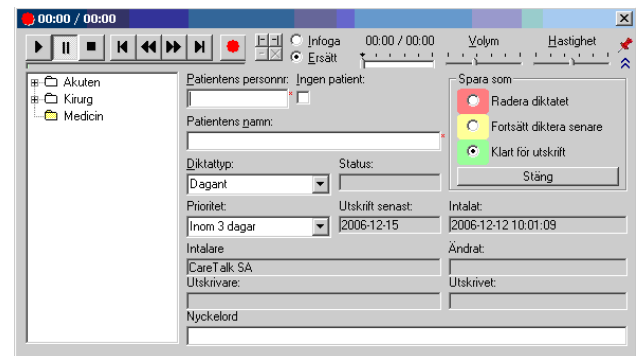
Introduction

Previa is a company whose main focus is occupational health care, work environment and leadership. It operates all over Sweden and has offices in over 70 locations; 1100 employees look after 11000 client companies who use the various Previa services.

Project details

In 2005 the company started to look for ways to make their dictation process more efficient. With over 10,000 dictations being produced each month there were obvious time and cost savings to be had if a more sophisticated, functional and effective solution was deployed. After a survey of the market Previa selected a Grundig/CareTalk™ solution using reliable Grundig Business Systems hardware: the DigtaProMic 840 USB (for dictation) and the DigtaSoundbox 820 USB (for transcription). The system was tested, initially at the company's head office in Stockholm, and then subsequently rolled out across every Previa office in Sweden.

With all the dictations stored in one central MS SQL server database, it is easy to monitor, search and administrate the substantial volumes being generated every week. The server is accessed by a typing agency in the north of Sweden and after transcribing the file, they return it directly to the local office it originally came from.



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