



Digta▶

CASE STUDY

MOVING AHEAD THANKS TO DIGITAL SPEECH PROCESSING

Digital dictation solutions from Grundig Business Systems in regular use at Baden-Württemberg's superior social court

The Superior Social Court serves as the court of appeal for judgments and decisions passed by the lower social courts in the state. It also hears administrative appeals against rulings and other decisions of the lower social courts that may be open to challenge. These include decisions on interim injunctions, legal aid, fines, costs and the value of claims. The Superior Social Court of Baden-Württemberg currently comprises 13 senates and the associated administrative offices.

BACKGROUND

Hundreds of people each month turn to the Superior Social Court of Baden-Württemberg seeking resolution of problems with public law and administration in respect of social issues. Numerous pleadings, decisions, proceedings and notes have to be typed up before and after every hearing. For the past 15 years, the court has used analogue dictation equipment. To streamline internal workflows, the court management decided to adopt digital dictation technology from Grundig Business Systems.

DIGITAL LEAD IN COURTHOUSE

Court takes a digital leap forward "Increasingly frequent breakdowns of dictation equipment caused us to look around for a new and innovative dictation solution," said Heike Haseloff-Grupp, the court's president. "Since we have had a very good experience with Grundig products in the past it was natural for us to continue to use machines and accessories from this long-established Bavarian firm for our dictation requirements. Also it's a more up-to-date solution with a better cost-benefit ratio." After a brief period of research and an advisory consultation, court staff opted for a solution comprising Grundig's Digta 420 digital voice recorder, Digta Soundbox 830 playback device and DigtaSoft Pro software.

GREATER EFFICIENCY – OPTIMUM RESOURCE USE

The Superior Social Court of Baden-Württemberg now has 53 judges and lawyers using digital dictation, with a staff of 28 typists to transcribe their words. Heavy users of dictation are enjoying a quantum leap in speech processing efficiency following the introduction of the Digta 420 hand-held voice recorder. The bright colour display makes it easy to control the device using the intuitive menu system. The ergonomically designed housing with its soft-touch surface offers the perfect tactile experience. The Soundbox 830 with its built-in sound card plays back dictations with the highest sound quality regardless of a computer system. The DigtaSoftPro software allows all workflows to be tailored to the organisation of the court for greater convenience.



PROGRESSIVELY MOVING INTO THE DIGITAL AGE

The DigtaSoft Pro software enables users of the court's dictation system to dictate on the move as well as at their desks. The combination of customised computer software and digital voice recorders provides all the features a user could wish for when it comes to recording, data transfer and archiving – whether desk-based or mobile. The relevant features automatically become available to registered users of the system. These and other features, tips and tricks were vividly demonstrated to the Superior

Social Court's 81 users at a training session run by Grundig Competence Partner Zinger in Stuttgart.

In dictation files saved in DSS format, the position of the last playback or recording is flagged. This enables users to pick up where they left off if they are interrupted or have to turn off the machine. Dictations are sent out to typists via the network or by email. To maximise workflow efficiency, dictation authors can define priorities, deadlines and users. Status check and workflow monitoring features ensure workflow and process transparency.

MORE BENEFITS AT A GLANCE

- optimum sound quality thanks to DSS and DSSPro support
- seamless integration with leading speech recognition systems
- Citrix support
- reporting tool

CONCLUSION

Thanks to greater flexibility in the typing pool, the Superior Social Court of Baden-Württemberg is better able to cope with peak workloads. Speech files are simply sent to the most suitable or most available member of staff. The typed-up document is ready shortly afterwards so cases do not drag on longer than necessary. The smooth-running digital workflow has significantly reduced administrative costs.



THE SUPERIOR SOCIAL COURT OF BADEN-WÜRTTEMBERG

Located in Stuttgart, the Superior Social Court of Baden-Württemberg has jurisdiction over the entire state. It is subordinate to Germany's Federal Social Court. There are eight lower social courts in the state: in Freiburg, Heilbronn, Karlsruhe, Konstanz, Mannheim, Reutlingen, Stuttgart and Ulm.

Landessozialgericht
Baden-Württemberg
Haufstr. 5 (Am Neckartor)
70190 Stuttgart,
Germany Tel: +49 711 9210
www.lsg-baden-wuerttemberg.de

Grundig Business Systems GmbH

Theobald Street · Hertfordshire WD6 4PJ
Tel.: +44 (0) 20 8387 1423 · +44 (0) 20 8387 1424
Email: info@grundig-gbs.com · URL: www.grundig-gbs.com

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