

THE CUSTOMER

Practice: Ringrose Law
Country: United Kingdom
Industry: Legal Services
In Business: 100+ years
Fee Earners: 55+
Website: www.ringroselaw.co.uk

THE CHALLENGE

Internal server nearing end-of-life meant increasing unreliability and maintenance costs

THE SOLUTION

Moving to an external cloud-hosted dictation service

THE BENEFITS

- 100% availability since transferring
- Faster, smoother transfer of data
- Greater efficiency across branch network
- Future proof

**Moving to Oyez Cloud Dictation was the right decision for Ringrose Law****The Customer**

Ringrose Law Solicitors have more than 100 years experience in providing a full range of legal services to both private individuals and commercial clients. Their philosophy of 'where individuals count' indicates their commitment to delivering the very best outcome for their clients.

With offices across Lincolnshire, including Boston Sleaford and Newark, Ringrose Law have been LEXCEL accredited for 9 consecutive years and they have also met the required criteria to win an 'Investors in People' accreditation. Both are proof of the quality of their service and their commitment to continual education, training and improvement.

This is also a practice with a social conscience. One of the Highlights for Ringrose Law in 2012 was raising more than £7,000 for The Princes Trust.

It went so smoothly that staff did not realise anything had been changed. The positive comments have been in regards to how quickly files can now be downloaded.



The Challenge

For several years Ringrose Law happily used a fully integrated digital dictation system provided by Oyez Speech. By 2012 internal servers were getting older and no longer providing optimum efficiency when storing or transferring dictation files. This aging platform not only led to production delays, it was also taking a disproportionate amount of the IT teams' time and resources.

After some consideration, it was decided that having a dictation solution provided as a service might be a more efficient option than hosting everything internally. The 2 main concerns with this alternative were security and the quality of the service. Consequently the Ringrose team decided to investigate cloud dictation further and contacted Oyez and 2 additional competitive firms.

The Solution

Andrew Watson, Finance Director of Ringrose Law, remembers "*It was natural for us to contact Oyez Speech because we already had an on-going relationship with them. We discussed our requirements and our concerns with Andy Coyle and asked him to come back to us with a proposal. Andy took the time to properly investigate what we needed. He came back to us with a list of our options and explained everything clearly before presenting a cloud package that had all of the features we required. It also had the crucial guarantee of security that we needed.*"

"The entire project, from start to finish, took only 6 weeks. The implementation was smooth with no problems or disruption. In fact, the only question we heard from end users was 'Why has the logo changed?'. They just kept commenting about the speed at which their files were downloading."

The Benefits

"Oyez retained our business because of their responsiveness, their flexibility and the great value and quality of their service" reports Andrew Watson. "Our data is now held off-site in a very secure location and our cost savings are on-going. We didn't have to invest in a new server or pay for expensive infrastructure upgrades".

"Supporting dictation workflow is no longer an issue for our IT team - reliability has been 100% from day 1. The cloud just sits in the background and it works whenever we need it. Bandwidth was once the bane of our lives but not any longer. Operating across our network of branch offices is just so much easier for everyone involved".

"We've gained the benefits of saved time and money on this project, and we will still benefit in the future. Our IT team have developed a great relationship with the Oyez Speech team and they speak to us regularly about any upcoming developments. That's of real benefit to this practice and I wouldn't hesitate to recommend Oyez to any law firm who may be considering a move to cloud dictation."

