



**PHILIPS**

Dictation

Success story

# Efficiency for surveyors

Philips cloud, smartphone app and voice recorder solution increases productivity for leading surveyor group Fifield Glyn

Fifield Glyn is a leading firm of Chartered Surveyors in the UK, with over 50 employees throughout 3 locations in London, Manchester and Middlesex. They had been using Olympus dictation machines but had recently decided they needed to find a more efficient solution.

Richard Smith, Director, explains: “The majority of employees who used dictation machines worked away from the office. Returning to their base to upload dictations was a costly and ineffective use of their time. This also caused a delay in getting the dictations to the transcriptionist, which resulted in a slower customer response. We knew there had to be something better out there. We started to evaluate different services, and signed up for a free trial of Philips SpeechLive.

There were many features and capabilities of the Philips dictation products that met our needs, including the fact that the IT Department did not have to get involved. Also, our employees on the road did not have to come back to the office – they would just use the Philips dictation recorder app on their smartphone and instantly upload their dictations to the Philips SpeechLive cloud.”

The local Philips Certified MDC (Master Digital Centre) in Manchester provided great support, which was fast and reliable. “They were able to get us up and running straight away.” Philips SpeechLive and the Pocket Memo 7000 and 8000 voice recorders integrated seamlessly with their IT system. “There’s been no messy interval period trying to phase out Olympus and integrate Philips Pocket Memos and SpeechLive, so there hasn’t been any disruption to our productivity.”





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The team have already made the transition from our previous devices to Philips SpeechLive. It was a smooth and easy process. We give it 10/10.”

**Richard Smith**  
Director of Fifield Glyn

“Since adopting SpeechLive and the Philips voice recorders, we have seen a whole host of benefits including higher employee productivity, more efficient processes, greater accuracy and, of course, better customer satisfaction as we can respond to their needs quicker.”

“Also, staff who work away from the office like this solution, because it does not require them to take out a voice recorder; so no extra kit to take to site visits. They just use the system through their smartphone. They can record their dictation anywhere. It’s so simple.”



Philips Pocket Memo voice recorder

DPM8000



Philips SpeechLive cloud dictation solution

[www.speechlive.com](http://www.speechlive.com)

## The facts

### Customer

Fifield Glyn, United Kingdom  
[www.fifieldglyn.com](http://www.fifieldglyn.com)

### Philips solution

Philips Pocket Memo  
voice recorder

Philips SpeechLive  
cloud dictation solution

