



SPEAKWRITE CASE STUDY

BACKGROUND

This California police department serving a population of 200,000 has over 300 sworn officers. They started off in 2015 using SpeakWrite for Detectives, but expanded to Patrol officers and other personnel when they ran into staffing shortages.

CHALLENGE

This police department is a full dictation department and maintains an in-house word processing staff to complete reports and produce interview transcripts. However, when the department's normal staff was cut in half due to promotions and other opportunities, they began to fall behind. That is when they turned to SpeakWrite to supplement their in-house team.

SOLUTION

SpeakWrite is able to absorb the overflow work on an as-needed basis to ensure that criminal reports and interviews are returned to the officers on time. Detectives use SpeakWrite to transcribe difficult interviews, while field personnel submitted dictations when they needed a report returned quickly. "We encouraged field personnel to use this service whenever they needed a report quickly, or wanted to review a draft prior to final submission. We increased our users to accommodate that need in our department."

RESULT

By adding SpeakWrite to their current workflow, this department is saving on average 54 hours of employee time each month. That is almost seven 8-hour shifts per month that the department is not trying to fill while already being short staffed. When asked if this department would recommend SpeakWrite to a department like theirs the admin said, "Do your research and really determine what type of return you are looking for. If you are looking for speedy returns, then SpeakWrite can assist you"