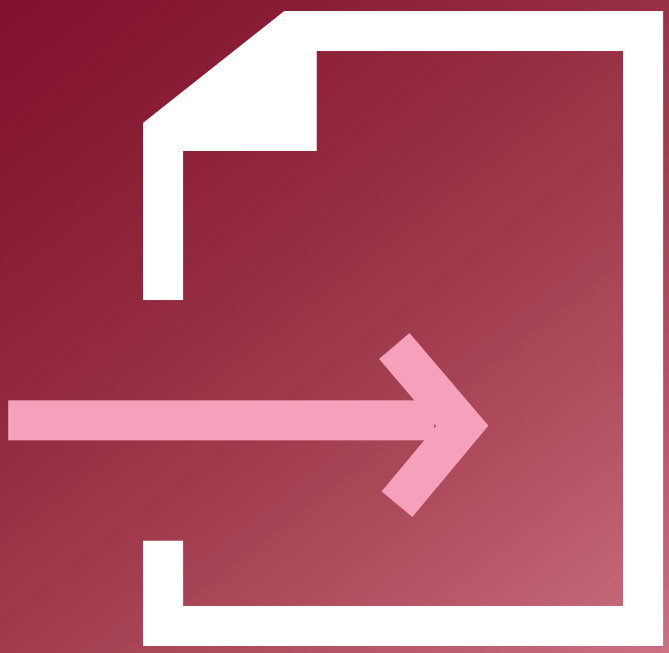
PHILIPS

SpeechExec-Enterprise

Migration to SpeechExec-Enterprise

An overview for Winscribe users



Winscribe Migration to SpeechExec Enterprise

Nuance recently announced that their cloud-based Winscribe dictation solution has reached end of life on 30 June 2023. Their on-premise solutions will follow a year later, in June 2024. It will no longer be supported or receive updates.

Having to replace your established workflow solution is one of those tasks which you may want to postpone and move down your priority list. However, you should not wait until the last moment. It is now time to plan for a future-proof alternative to secure business continuity.

Please continue reading so we can answer some of the most frequently asked questions about how to migrate and what components are available or coming up.

Nuance® Winscribe

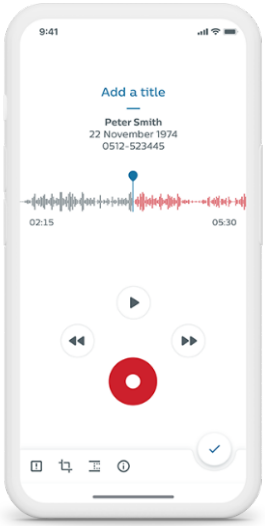
Software

SpeechExec Enterprise (SEE) is an on-premise, client based solution. As it is a client based application, the clients can be deployed silently for the end users by the IT allowing for a seamless transition.

There are several modules that make up SEE to make it more than just a client based solution.

SpeechLive Mobile App for SEE

The SpeechLive smartphone app is available for Android and iOS based Smartphones. The app can be downloaded from the relevant app stores, and it can then be pushed out to user devices using Mobile Device Management solutions, such as Microsoft Intune. This allows users to send dictation files to the SEE system when they are away from their desk (Internet connection required)



SEE Web Access

SEE has a Web Access portal whereby Authors can record and upload jobs via the Google Chrome browser and Transcriptionists can view and transcribe jobs via the Google Chrome web browser. This web access allows the users to log in and use SEE when there is no client software loaded on their machine. This is ideal for the hybrid working scenarios that are now commonplace.

Speech Recognition

SEE supports the Dragon Professional and Dragon Medical Practice Edition software. As well as this, SEE has integrations with Nuance's Dragon Medical One (DMO), Dragon

Professional Anywhere (DPA) and Dragon Legal Anywhere (DLA) cloud hosted speech recognition solutions.

Virtual Environments Support

For full microphone and foot control support within virtual environments the Philips Client Extensions would need to be installed on each client machine. This driver sends the button events to the virtual server and allows for full control even when the browser is out of focus.

The Philips Client Extensions can be distributed silently by IT Administrators so that they can manage the deployment of this driver.

Allowing IT Admins to distribute via group policy means that these components can be distributed easily, in bulk in preparation for a *"go live"* day rather than relying on installing on individual machines.

User Accounts

User account creation is key to having a fully functional SEE system, without the user accounts you cannot define the workflow relationship of the solution between Authors and Transcriptionists.

Active Directory

User creation can be expedited by linking the on-premise Active Directory user groups within SEE Enterprise Manager. This means that the IT Admin can create SEE user accounts by synchronising the user details from their Active Directory server allowing for an efficient user creation process.

IT administrators can configure SEE when using local, on-premise Active Directory services to ensure that their end users do not need to input specific SEE credentials when logging into a machine with their Windows login credentials. This makes logging in easy and secure for the end user and reduces the number of support tickets for the company IT support due to forgotten passwords/password resets.

Workflow

SEE, as a solution, requires a workflow to be defined for the dictation files to be routed correctly. The routing of the files is defined through the Enterprise Manager and the Workflow Manager modules.

Within here, workflow relationships can also be defined on a one-to-one basis, for sending confidential dictations. Multiple transcriptionists can also be assigned to authors to create a typing pool.

Within the Workflow Manager you can manage the routing process of the dictations automatically, based on a predefined schedule and criteria.

Reporting

Reporting, and the ability to view statistics and data, based around the efficiency of your firm's document creation is key to minimising the turnaround times of the Company in terms of the file processing and file distribution.

SEE has a complete reporting module which collects statistical data on the activities of the authors and transcriptionists. In addition, queries can be run on the dictations to view all details and create reports that to these dictations.

h. **TIP!** It be worthwhile to share some training material such as our Online Help to ensure a smooth transition for the authors.

i. Communicate to the Transcriptionists the login logic (SSO or a separate SEE user account PW) the day prior to their go live date in order to allow them to log in on the *"go live".*

j. **TIP!** Itwould be worthwhile to share some training material such as our Online Help to ensure a smooth transition for the transcriptionists.

k. Prior to the Transcriptionist's moving over, the backlog of jobs in the old system should be checked to ensure they are cleared/almost cleared

l. Go live with the Transcriptionists – there should be some jobs waiting for them from the Authors who transitioned 3 days previously

m. Remove the old dictation systems software/apps from the Authors and Typists PC's/Smartphones

Backups

We understand that you may want to keep a backup of the company's dictations. SEE only currently supports upload of .ds2, .wav and .mp3 files. Winscribe dictation files are a .vox file extension and cannot be imported into the SEE system.

However, if the site has access to the Winscribe Exporter software then the audio files can be exported from the Winscribe solution in a .ds2, .wav and .mp3 file format. The files could then be imported to SpeechExec Enterprise. **NOTE!** If the files are imported into SEE this will need to be done manually and the jobs will need to be assigned to an author. The audio files would also be imported as *"Transcription Pending"* and would need to have their dictation state to *"Transcription Finished".* This could be undertaken as a bulk update.

As that could be quite laborious, but if you want to keep a backup of dictations from the previous solution, we would suggest taking the backup and storing them on the company server and only importing a job (if it's a possibility) when it is required. This would ensure a *"clean start"* in the SEE solution.

Hardware

To reduce the investment required when switching solutions, you can continue using your Philips hardware.

The correct hardware is imperative to using the solution efficiently and achieving the best possible audio capture.

Fixed Microphones

If you have existing Philips hardware then they will, most likely, be compatible with SpeechExec Enterprise (SEE). However, it is best to check. The supported SpeechMike models are: SpeechMike Premium Air (SMP4000 & SMP4010), SpeechMike Premium Touch (SMP3700, SMP3710, SMP3800 & SMP3810), SpeechMike Premium (LFH3500 & LFH3600) and SpeechMike Pro (LFH3200). Along with this the Philips SpeechOne headset (PSM6000).

Portable Dictation Recoders

Users may have portable dictation recorders that they use to dictate when they are in or out of the office, allowing them to be productive on the go. SEE supports dictation uploads from the Philips DPM 8000.

Foot Controls

The Philips foot controls that are supported are the ACC2300 series (ACC2310, ACC2320 & ACC2330).

Migration Plan

When migrating from one solution to another solution it is imperative to have a *"Migration Plan"* to ensure that everything is implemented as smoothly as possible. Given our years

of experience in the dictation and voice processing industry, SPS would recommend the following plan for moving from another dictation solution to SpeechLive:

1. Assess the current typing backlog and estimate how many hours, days or weeks of typing backlog there are for your Transcriptionists to complete.

2. With the backlog period now identified (we'll use 3 days in our example), the timeframe now needs to be decided internally along with the communication process for the key stakeholders (e.g. end users and IT support).

3. In our example, we mentioned about using 3 days as the typing backlog, with that in mind we would use the following as our template for a migration:

a. We recommend against a *"big bang deployment"* and against deploying on a Monday or a Friday.

b. Select a single department or small test group for the deployment.

c. Inform and educate the users of the change that is going to happen and give them the dates that will affect them

d. Deploy the client software (and the hardware drivers, if applicable) around a week prior to the *"go live"* of the department.

e. Create the user accounts and configure the workflow relationships and any other additional modules that would be used (Statistics module and Workflow Manager).

f. The Authors Authors would transition to SEE 3 days before the Transcriptionists as this would allow the Transcriptionists to work through the backlog in the old system and then only have new work to undertake in SEE.

g. Communicate to the Authors the login logic (SSO or a separate SEE user account PW) the day prior to their go live date in order to allow them to log in on the *"go live".*

To find your nearest SpeechExec Enterprise partner, go to our Dealer Locator here.

www.philips.com/dictation