

Case Study:

LA LAW FIRM MAKES THE MOST OF EVM3 WITH SPEECH TO TEXT

COMPANY PROFILE

Ezra Brutzkus Gubner, LLP, is a Los Angeles-based law firm distinguished by the depth of business expertise found in its team of partners and associates, many of whom are former bankers, accountants and small business owners. As stated in the EBG profile, "Our goal is to grow and strengthen the EBG network to increasingly add value to our client offerings because, quite simply, we measure our performance by the results we achieve."



BACKGROUND

As a growing firm with a second office in Las Vegas, EBG has embraced the power of mobile communications technology to help achieve those goals and, in 2013, invested in Mutare's EVM3 with giSTT™ speech to text. EVM3 converts voicemail messages to text and delivers them in an email so users can quickly scan through, read, prioritize and respond to their most important messages from their PCs or mobile phones.

At first only equity partners and management team members were enabled with EVM3, the assumption being that they would get the most value from it. However, when other staff members began seeing the transcribed voice messages, they let IT administration know how much EVM3 capabilities could improve their workflow, so it was rolled out to everyone in the firm (65 users total).

RESULTS

"The difference it has made both internally and with our client communications has been like night and day" says Scott Beck, Finance and Technology Director, who explains how much faster it is to read and respond to voice messages that appear as text in an email. The application has also been a significant time saver for the firm's clerical staff who, before EVM3, spent hours logging into voicemail and manually transcribing the messages. They now have set up EVM3 to deliver them copies of the transcribed voicemail messages in email so they can be easily shared or filed along with other associated client records.

"It (EVM3) completely transforms voicemail into something that is a huge help to us, our clients and our business."

Many in the firm have also discovered how easy it is to leave their dictated notes as a phone message to themselves, knowing that giSTT will automatically transcribe the dictation and deliver it to them in an email.

"I have had nothing but positive feedback from our people about the Mutare EVM3 with giSTT speech to text application," says Beck. "It completely transforms voicemail into something that is a huge help to us, our clients and our business."

CONTACT

For more information about EVM3 and other innovative Mutare solutions, visit mutare.com.