

Lexacom®

Customer name:	Encompass Healthcare Ltd
Type of business/organisation:	Private healthcare company
Region:	East Anglia
Date of installation:	December 2010

What problems was the customer having?

As a newly-formed private healthcare company, Encompass was searching for a digital dictation system that would be easy to install, easy to use and meet its workflow requirements.

Encompass uses a team of private secretaries to handle the paperwork and referrals that are generated through its work at a large NHS hospital in the East of England and wanted to be able to use a digital dictation platform that would enable these secretaries to receive and process dictations at home.

Why did the customer choose Lexacom?

Having used other digital dictation systems in the past and not been particularly impressed with their performance, Encompass sought recommendations from other healthcare professionals – working in general practice and in the hospital environment. Lexacom was mentioned a number of times so Encompass arranged to speak to a Lexacom salesperson to get a software quote.

Did the customer take advantage of a free trial?

Yes, Encompass used Lexacom's software free of charge as part of a 30-day trial. The software was installed on the laptops of the Encompass doctors and surgeons, as well as on the home computers of two private secretaries.

What has the customer reaction been to the software?

Mr Abdel Omer said: "Lexacom was very easy to use during our trial and had all of the functionality that we were looking for. We didn't waste any time in making the full-time switch to the software and we're continually amazed at how quick and easy it is to make dictations."

Mr Michael Crabtree said: "I was a little sceptical about digital dictation because my experiences in the past. But Lexacom has completely changed my mind – it's impressed me from day one. There are no compromises and the output from our private secretaries is testament to how effective the software is as a remote communication tool."