

Voice

THE LEXACOM NEWSLETTER

Issue 3

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A promising first half for Lexacom



The first few months of 2014 have been extremely busy here at Lexacom. As well as a record number of GP practices and legal firms choosing Lexacom, we have forged new relationships with Clinical Commissioning Groups and are about to launch some new services and products that will mean you can do even more with digital dictation.

We've been working hard on our new Voice Recognition option, which will give even more flexibility when creating documents and help to further improve efficiency. We are currently in the final testing phase and look forward to making this option available to our Lexacom 3 customers very soon.

In the meantime, for all our clients who are in the process of upgrading to Windows 7, we're delighted to say Lexacom is fully compatible. Some hardware may not be, however, so check out page 4 for details of our fantastic trade-in deal in partnership with Olympus.

We're also delighted to be launching our online shop, which means you will be able to buy more licences and order



As a technology-led business, we're always looking for ways to improve our software and offer more features, and these past few months have been no exception.

new hardware at the touch of a button. With great deals on hardware, plus the flexibility to easily increase your licences as your organisation grows, we hope our shop will make it into your bookmarks bar! Simply visit www.lexacomcloud.com/shop.

To help drive our expansion plans, we've recently appointed a new Head of Sales, Martin Wabara. You can find out more about Martin on page 4, including why he's got more than a passing interest in Premier League football!



UPGRADING TO WINDOWS 7? NO PROBLEM FOR LEXACOM USERS

Lexacom 3 Digital Dictation is fully compatible so you can continue dictating and transcribing with confidence.

Lexacom works with Windows XP, 7 and 8. Our software was developed with compatibility in mind, ensuring the service you rely on is future proof.

Finally, we'd love to catch up with you at one of the many events we are attending this year. Take a look at the events' calendar at the end of the newsletter to see where we will be, and don't forget to come and say hello!

POTENTIAL FUNDING FOR TECHNOLOGY COULD LEAD TO GREATER EFFICIENCIES FOR LEGAL AID PRACTITIONERS

The introduction of LASPO has, and will continue to have, far reaching consequences for the legal sector as firms, charities and law centres strive to find ways of maintaining affordable access to legal services for those in need.

As part of the concessions to criminal legal aid practitioners, Chris Grayling referred to financial assistance for improved/renewed IT projects. The nature of the funding is still unclear, but while the Law Society seeks further clarification, Pam Kenworthy, former Legal Director of direct services at Howells LLP, believes firms should act now to identify technologies which could improve their efficiency.

"This sector has faced the most enormous pressure since the introduction of LASPO. The industry's desire to maintain fair access to justice for all is undiminished and the campaign to support law centres and legal aid practitioners must continue. But in the meantime, we have to look at all the options for cutting costs and improving efficiency to ensure our services survive," she said.

Having seen at first hand the benefits of digital dictation, Pam believes firms should be looking at the direct impact on staff costs of switching from analogue to tape systems. "Quite simply, digital dictation...allows organisations to use their



resources more efficiently," she added.

With the increasing pressure on budgets for those working in the legal aid and charity sectors, investing in technology which enables more efficient working is arguably becoming a necessity.

To read more about Pam Kenworthy's thoughts on digital dictation, visit www.legalvoice.org.uk

Legal and medical practices strive for efficiency

Improving efficiency is an aim that many of our medical and legal clients have in common. While different in many respects, legal firms and medical practices share some of the same issues, such as large client/patient lists, heavy workloads, time pressures and the need to be able to record thoughts as quickly, securely and efficiently as possible. That's why many look to technology to find a way to manage their workloads more effectively.

The Brampton Medical Practice in Cumbria has seen a marked improvement since switching from another digital dictation supplier. Dr Matthew Cooper, Practice GP said: "Lexacom has helped us reduce the time it takes to turn around referrals and has improved accuracy thanks to

the integration with our patient records system. We're very pleased we made the switch to Lexacom."

Switching to Lexacom from their old analogue tape system resulted in quicker admin processes for the South West London Law Centres (SWLLC). Alasdair Stewart, Operations Manager at the SWLLC, said: "Since installing Lexacom, we've been able to improve our document turnaround times significantly. The system is very easy to use and has gone down well with solicitors and secretaries alike," he concluded.

To find out how Lexacom can help you improve efficiency, email sales@lexacom.co.uk, or call +44 (0)1295 236910



THE PREFERRED CHOICE OF GPS - LEXACOM DIGITAL DICTATION RECEIVES STAMP OF APPROVAL

Following consistently positive feedback from GP practices and the introduction of new features, Lexacom has been re-appointed the approved supplier of digital dictation and workflow software by the LMC Buying Groups Federation for the fourth year running.

Chief Negotiator for the LMC Buying Groups Federation, Chris Locke, said: "Lexacom has proved to be extremely popular with our members, particularly with enhancements such as clinical integration and mobile dictation. We are delighted to be able to renew our endorsement of Lexacom for a further two years."

If you're a member of the LMC Buying Groups Federation, don't forget to mention it when buying licences from Lexacom – and check out the deals on offer from other approved suppliers.

Mobile dictation soars - have you got the app yet?

More people are choosing to dictate on the move than ever before, thanks to our mobile app for smart phones and tablets.

Over the last year, mobile dictations have doubled every three months and they continue to rise in popularity. With the addition of the Android app in December 2013, and recent improvements to make it even more user friendly, mobile dictation is fast becoming a popular choice with our customers in both the legal and medical fields.

Deborah Bradley from the Rushall Medical Centre in Walsall, said: "The iPhone app has been particularly useful for our partners who sometimes prefer to catch up on additional paperwork at home after a

busy surgery. Our locums use Lexacom Mobile across all the surgeries they work for by just picking up the correct surgery to dictate to."

If you haven't got Lexacom Mobile yet, visit <http://www.lexacom.co.uk/our-products/lexacom-mobile/> or contact the sales team by emailing: sales@lexacom.co.uk or calling +44 (0)1295 236910.



<< The app is available for Lexacom 3 users via iTunes and Google Play for just £3.99 and the first month usage is free



Are you making the most of your digital dictation?

If you haven't already upgraded to Lexacom 3, you could be missing out. Make sure you have our latest software which offers a range of new services:

- Integrate with clinical systems, EMIS, Vision and SystmOne
- New optional voice recognition feature (coming soon)
- Return transcriptions to author electronically for checking/approval
- Send attachments alongside dictations
- Share information across sites, even where no network connection exists

It's easy to upgrade and Lexacom 3 software is offered free of charge to all existing Lexacom customers on a Gold Support package. A one-off charge will be made to cover the cost of providing an engineer to install the upgrade and a modest membership fee applies to all licences. Contact us via email: lexacom3upgrade@lexacom.co.uk

New online shop

You can now buy more licences and order new hardware at a time that suits you, thanks to the launch of our new online shop. Simply visit www.lexacomcloud.com/shop and make sure you log on with your Lexacom Cloud account details to get the best deals.



Great deals on new hardware

*Terms and conditions apply – see our website for details.

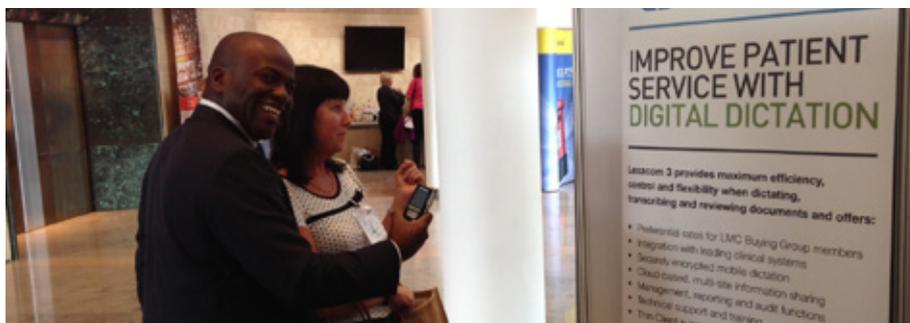
Although Lexacom is fully compatible, some older hardware doesn't work with Windows 7.

We've teamed up with our colleagues at Olympus to offer a fantastic trade-in deal so you can swap your older tools for fully compatible, feature-packed hardware at significantly discounted prices.

This deal allows you to trade in any existing hardware from any supplier in exchange for new Olympus equipment, from now until 31 August*. Contact our sales team on sales@lexacom.co.uk or 01295 236910 now for full details and prices.



NEW HEAD OF SALES BOOSTS LEXACOM TEAM



We recently welcomed a new Head of Sales to the Lexacom team. Martin Wabara has joined us from Syner-Med (Pharmaceutical) to lead the UK sales team and drive our expansion plans into new and exciting markets.

Based at our head office in Banbury, Oxfordshire, Martin has previously worked for a number of leading UK and international businesses. Martin brings with him a strong track record in business development and sales

management, and is passionate about working with clients to find solutions to their business needs.

Martin Wabara, Head of Sales, said: "I'm delighted to have joined such a motivated team, working with clients to help make their lives easier and their organisations run more efficiently. I have joined at a really exciting time for the company and I'm looking forward to a successful year ahead."



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It's not just the Lexacom sales team that Martin is backing. Martin is an accredited Football Association agent and manages his son, Reece, who is a professional footballer. With a professional boxer and basketball player in the family, Martin certainly knows how to motivate his team – we're just looking forward to the half time pep talk!

Forthcoming Events

Look out for Lexacom at forthcoming events:

iLinks Innovations 2014

2 July

Aintree Racecourse

Scottish National Users Group

16 September

Perth, Scotland

Healthcare Efficiency Through Technology Expo

24 September

Olympia, London

Acute & General Medicine

26-27 November

Excel, London

STRENGTHENED SUPPORT TEAM

We are delighted to welcome another new member of staff to Lexacom. Hubert Knight has recently joined the technical support team to help customers with technical enquiries.

With more people than ever using Lexacom, this is the latest in a number of improvements we are planning to make to ensure you get the most out of your software.

For more information, including our autumn and winter events, visit <http://www.lexacom.co.uk/events/>

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