Migration to SpeechLive

An overview for Winscribe users

Winscribe Migration to SpeechLive

Nuance 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.
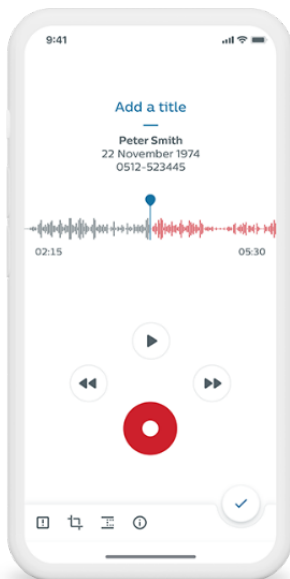
Software

Philips SpeechLive has chosen Microsoft Azure as hosting partner for dictations (audio recordings and file attachments), as they are the world's leading enterprise-level provider of a platform for cloud-hosted solutions.

SpeechLive is exclusively browser and app based, therefore the install footprint is small.
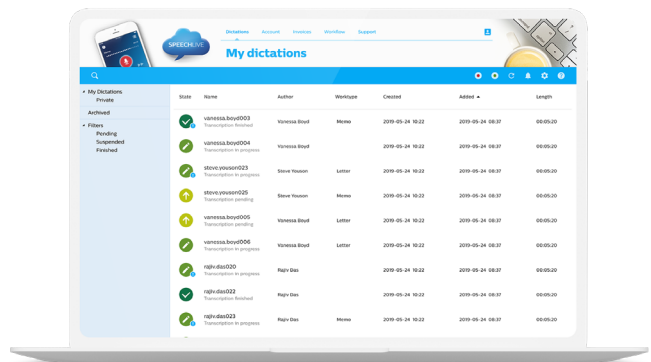
SpeechLive Mobile App
The SpeechLive smartphone app is available for Android and iOS based Smartphones . The app can be downloaded from the relevant app stores, and it can then be pushed out to user devices using Mobile Device Management solutions, such as Microsoft Intune.

SpeechLive Web App - Google Chrome Compatibility
We recommend to use SpeechLive with the Google Chrome browser as the Philips hardware drivers are fully integrated into Google Chrome. This means that our SpeechLive Web App is truly plug and play! No additional drivers are required for the hardware to fully function in a local environment.

 COMING UP! Within the new Web App the Philips SpeechMikes and Foot Controls will be natively supported, meaning that there will be no need to install the Philips Device Connector or the Browser Extension, this will allow an even lower effort from IT when deploying the SpeechLive solution.

Virtual Environments Support - PDC/Browser Extension

For full button and foot control support within virtual environments the Philips Client Extensions would need to be installed on each client machine. The Philips Device Connector would need to be installed on each virtual server. 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 and Philips Device Connector can be distributed silently by IT Administrators so that they can manage the deployment of this driver. The Philips Device Connector work in parallel with the Philips Device Connector browser extension. The browser extension can be deployed via Google Chrome or Microsoft Edge templates/group policy.

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.

SpeechLive Desktop App

The SpeechLive Desktop App allows the users to undertake front-end (online) speech recognition into any application (additional SR package required). It is also the automatic upload software for our range of portable dictation recorders.

The SpeechLive Desktop App can be installed via group policy using an MSI installer too.

COMING UP! Mac Support – The SpeechLive Desktop app will support macOS soon. This will allow all the functionality that the Windows application enjoys such as direct speech recognition into 3rd party applications and browsers and automatic uploads from a portable dictation recorder.

User Accounts

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

Microsoft Azure Active Directory Provisioning

SpeechLive allows for an easy user creation process via Microsoft Azure Active Directory Provisioning.

For this method of user creation there are several prerequisites required:

- An Azure Active Directory tenant
- A user account in Azure Active Directory with permission to configure provisioning (e.g. Application Administrator, Cloud Application administrator, Application Owner, or Global Administrator).
- A Philips SpeechLive account administrator user
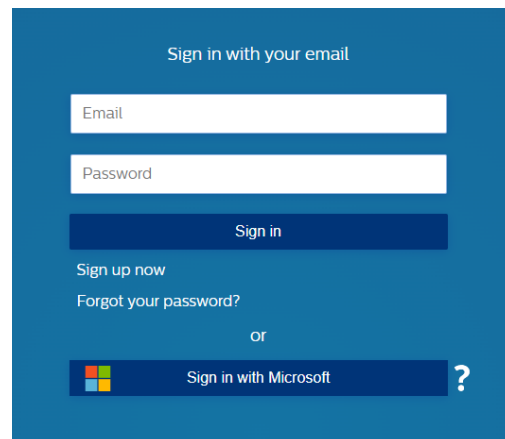- A Philips SpeechLive Enterprise plan with a sufficient number of users

Azure

If the prerequisites are satisfied, then SpeechLive App roles need to be created for the Author and Typist users. Once the app role groups have been set up, the user can be added to the relevant groups. The SpeechLive Administrator would then need to log in to enable the *"Active Directory Provisioning"* and when they have input the *"Tenant URL"* and *"Token"* the users can be provisioned.

COMING UP! For those sites that do not use Microsoft Azure Active Directory there will be a bulk user import tool released. This will take the form of a .CSV file and mandatory fields will

need to be populated (e.g. first name, last name, email address, etc). Once completed, it can then be imported into SpeechLive, when logged in as a SpeechLive Administrator, and the user accounts will be created.

Single Sign On (SSO)

IT administrators can enable SSO when using Azure Active Directory to ensure that their end users can sign in via 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

SpeechLive, 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 Workflow Relationships within the SpeechLive Admin or Office Manager logins.

Within here, Teams can be created which incorporate Teams of Transcriptionists. Further to this, workflow relationships can also be defined on a one-to-one basis, for sending confidential dictations.

COMING UP! SpeechLive will soon support automatic re-routing of dictations files. This feature will automatically send the dictation file to another Transcriptionist or Transcription Team if it has not been processed in an allocated timeframe. Coupled with that, the routing will also allow for intelligent routing depending on the priority of the dictation file. These options can be defined by the Administrator of the SpeechLive account.

The Author will also be able to edit the automatic rerouting for themselves if needed.

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.

Currently within SpeechLive there is a Dictation History report which shows all jobs that have been created and by who. It also shows the filename, dictation length, upload time, Transcriptionist who typed and when. There is also an *"Activities"* report which is a full audit trail of everything that has

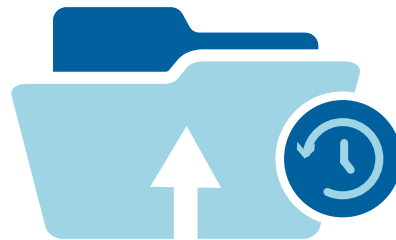happened in the SpeechLive system in the last 30 days.

COMING UP! There will be a new reporting dashboard released in the SpeechLive solution. This will include a graphical interface, preset data filters, the ability to search for custom data ranges and search on individual users, Teams or across the facility as a whole.

Backups

We understand that you may want to keep a backup of the company's dictations. SpeechLive only currently supports upload of .ds2, .wav and .mp3 files. Winscribe dictation files are a .vox file extension and cannot be imported into the SpeechLive 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 in the SpeechLive solution. **NOTE!** If the files are imported into SpeechLive 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 set to *"Transcription Finished"*. This would need to be undertaken a dictation at a time.

This 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 SpeechLive solution.

COMING UP! SpeechLive will support the upload of additional file formats including .vox Therefore, any company transitioning once this is released can import .vox files directly into SpeechLive.

Hardware

To reduce the investment required when switching solutions, you can continue using your Philips hardware, as well as selected competitor 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 the SpeechLive Web App. However, it is best to check. The supported SpeechMike models are: SpeechMike Premium Air (SMP4000 & SMP4010), SpeechMike Premium Touch (SMP3700, SMP3710, SMP3800 & SMP3810) and the SpeechMike Premium (LFH3500 & LFH3600).

Portable Dictation Recorders

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. SpeechLive supports dictation uploads from the Philips DPM 8000, DPM 7000 & DPM 6000.

NEW FEATURE! Selected competitor dictation recoders are now supported for automatic upload via the SpeechLive Desktop App: Olympus DS9500, DS9000, DS7000 & DS5000. This means that if your estate currently uses any of these dictation recorder models, there is no requirement to swap them out for Philips devices.

Foot Controls

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

COMING UP! With the release of the new Web App, we will support competitor foot controls! The models that will be supported are the Olympus RS28, Olympus RS31 and the VEC Infinity. This means that if your estate currently uses any of these foot control models there is no requirement to swap them out for Philips devices.

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. SpeechLive offers a 14 day trial period. During the trial period we would recommend that IT test the deployment of the components of the drivers/SpeechLive app, user creation and workflow creation as well as the end users testing the solution.

4. 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 SpeechLive app to the authors Smartphones and the hardware drivers around a week prior to the *"go live"* of the department.

e. Create the user accounts and configure the workflow relationships.

f. The Authors would transition to SpeechLive 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 SpeechLive.

g. Send the SpeechLive invites to the Authors the day prior to their go live date in order for them to activate their account.

h. **TIP!** It would be worthwhile to share some training material such as our *"How to"* YouTube videos or our online *"help"* with the Transcriptionists to ensure a smooth transition with the Authors.

i. Send the SpeechLive invites to the Transcriptionists the day prior to their go live date in order for them to activate their account.

j. **TIP!** It would be worthwhile to share some training material such as our *"How to"* YouTube videos or our online *"help"* with the Transcriptionists to ensure a smooth transition.

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.

For an overview of all our coming releases, please follow this link**. This place is upated on a regular basis.**

www.philips.com/dictation