

Case Study



AudioSoft

AudioSoft successfully install digital recording solution for Scottish Courts



Twenty-six Scottish Courts have recently undergone a major transformation in their Voice Recording capabilities through a complete digital case recording solution from AudioSoft.

Following this successful trial, up to 200 courts are due to be upgraded, and, the Scottish Courts Service expects to reduce costs as well as improving capability and reliability.

Background

Until recently the Scottish Courts have been reliant on analogue tapes that were unreliable and expensive to maintain. Our remit was to replace existing machines with a complete digital solution that could be tailored for each court and installed without disruption.



Previously tapes had to be replaced hourly and masses of tapes and paper were required for a single case. The SCS required quick and easy access to both audio files and supporting case documentation, often whilst still recording. Hence, the SCS wanted a digital solution that integrated audio with case and court documentation that could then be easily distributed and played on a standard CD player. Recordings needed to be databased indefinitely and watermarked for evidential purposes.

“The SCS required a complete solution that would give an accurate, reliable record of court activity, integrated with the Court Clerk’s recording notes”.

The SCS needed software to run on existing PCs with support for both legacy and new equipment plus the ability to expand the system to more audio and video channels if required.

“AudioSoft’s proven track record of supplying mission critical recording systems since 1995 was key to Scottish Courts decision”.

Following a 6 month commercial and technical evaluation against four competitors, AudioSoft was chosen as the preferred supplier to the Scottish Courts having satisfied all the technical requirements at a competitive price that was within the Scottish Courts Service’s budget.

AudioSoft’s key differentiator was the capability to expand the system to 8 channels of audio with lip synchronised video whilst still using standard PCs. Further system assurance was given through AudioSoft’s heartbeat-based health monitoring program with 4 triggerable alarm levels – these can be monitored centrally and are e-mailed to the relevant engineer instantaneously.

Confident in the system, the SCS proceeded with the AudioSoft solution.

Case Study Solution

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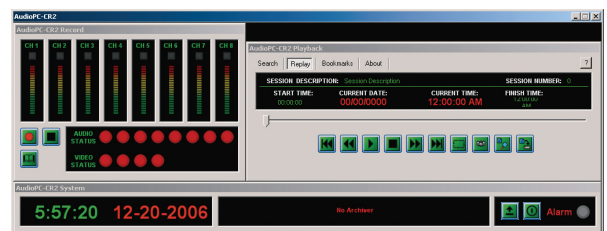
Successful Trial

Installation of the first AudioSoft systems occurred in 2006. AudioSoft worked closely with the SCS to configure their LegalWizard software. A smooth changeover from the old analogue system to the new AudioPC-CR system was completed over a period of six months. The installation was achieved without disruption to the business of the courts and the solution integrated seamlessly with the Courts' existing audio infrastructure.

“SCS were on the right track when AudioSoft easily reconfigured their LegalWizard software to reflect Scottish legal processes and terminology”.

using the powerful SQL database search facility.

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Finally, the replay systems also include AudioWord, a sophisticated transcription device.

Clear benefits

As well as the cost savings, users quickly became aware of many other benefits:

► Improved capability

All recordings are legally admissible, having been evidentially proven and complying with Home Office guidelines.

An intuitive court service interface, LegalWizard, was specially-tailored for the SCS to prompt Court Clerks to enter the relevant information. The case history can be bookmarked conveniently at key moments whilst the capability to expand the system to record more channels gives role-specific recording that allows users to search by person.

The SCS also realised the benefit of flexible archiving options including SAN/NAS, removable hard drives and DVD media that allowed them to configure the system for each court's requirements.

The Court Clerk's life is made easier by instantly locating audio and/or their notes

► Improved Reliability

Reliability is fundamental and AudioSoft's heartbeat health monitoring system provides system alerts via SNMP or e-mail – no more concerns about someone kicking the power cable and stopping recording.

► Improved Training

Users are quickly becoming competent and confident in the new AudioPC-CR system through comprehensive SCORM-compliant computer-based training.

► Reduced Costs

“The SCS are likely to benefit significantly from reduced operator time and estimated calculations show that in 18 months of use, the investment in an AudioSoft solution will have been paid back through reduction in tape costs alone”.

► Improved Future

AudioSoft are now progressing with the installation of the SCS solution in the remainder of the courts throughout 2007 and 2008.