

# Capturing Every Billable Minute

## The **Productivity** Power of Digital Dictation in Legal Practice

**Eastburn and Gray, P.C., Attorneys at Law**, a well-established Pennsylvania firm with multiple offices, faced growing challenges in managing documentation, time tracking, and communication. Attorneys were still using outdated microcassette recorders and handwritten notes to capture case details, client updates, and billable hours. Over time, these **manual processes caused inefficiencies, reduced accuracy, and increased administrative burden.**

The firm needed a more reliable, modern solution that would align with the fast pace of legal work. That is when Eastburn and Gray partnered with Graffen to implement Philips digital dictation technology. With Graffen's guidance and support, the firm transitioned from analog to digital recording, giving attorneys the ability to dictate on their computers and mobile devices with improved clarity, faster turnaround times, and smoother workflows across all offices.

**Here's how the transformation unfolded.**

# The Challenge: Outdated Tools Slowing Progress

Eastburn and Gray's attorneys relied heavily on dictation, but their old system was holding them back. Microcassette-based recorders were unreliable, repairs were difficult, and replacement hardware was nearly impossible to source. Attorneys and assistants spent hours managing physical tapes, waiting for transcriptions, and dealing with lost or damaged recordings. Handwritten notes were often hard to read and sometimes went unrecorded entirely.

Without a dependable system for capturing and processing voice dictations, the attorneys risked losing key details between client meetings, hearings, and site visits. This made it harder to ensure timely communication and complete billing accuracy.

## The firm faced several persistent issues:



- *Dependence on outdated microcassette recorders*
- *Delays in transcription that slowed client communications*
- *Inconsistent time entry and missed billable hours*
- *Limited ability to dictate securely outside the office*
- *Hardware that was difficult and expensive to maintain*



Attorneys needed a dependable, secure, and mobile-friendly solution that would make it easier to capture notes immediately and share them with staff, regardless of location.



## The Solution: Philips **Digital Dictation** With Expert Support

**Graffen** implemented a Philips digital dictation system tailored for Eastburn and Gray's needs. Attorneys were equipped with Philips recording hardware and mobile applications that allowed them to dictate directly from their iPhones or office computers. The setup replaced unreliable analog recorders with secure, high-quality digital tools that worked seamlessly across offices.

Implementation included installation, configuration, and personalized user support. Graffen ensured that the system was properly loaded on each attorney's device, provided technical assistance during updates, and delivered fast responses whenever support tickets were needed. Attorneys could now dictate immediately after client meetings or court sessions and send the recordings directly to their assistants for transcription.

**PHILIPS**

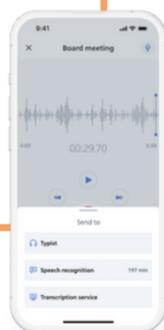
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# The transition was smooth, with **Graffen** managing every stage

- Installation of Philips digital dictation software and mobile applications
- Configuration on firm-issued iPhones for attorneys
- Setup of desktop dictation tools for in-office use
- User training and ongoing support for staff
- Responsive technical assistance for updates and device replacements

The Blue Bell office led the rollout with Graffen's help, while other Eastburn and Gray offices followed after seeing the success and ease of use. The new process eliminated the inefficiencies of microcassettes and the need for attorneys to recall details hours or days later, which often proved inefficient and inaccurate. This shift allowed dictation to become an integral, reliable part of daily legal operations.



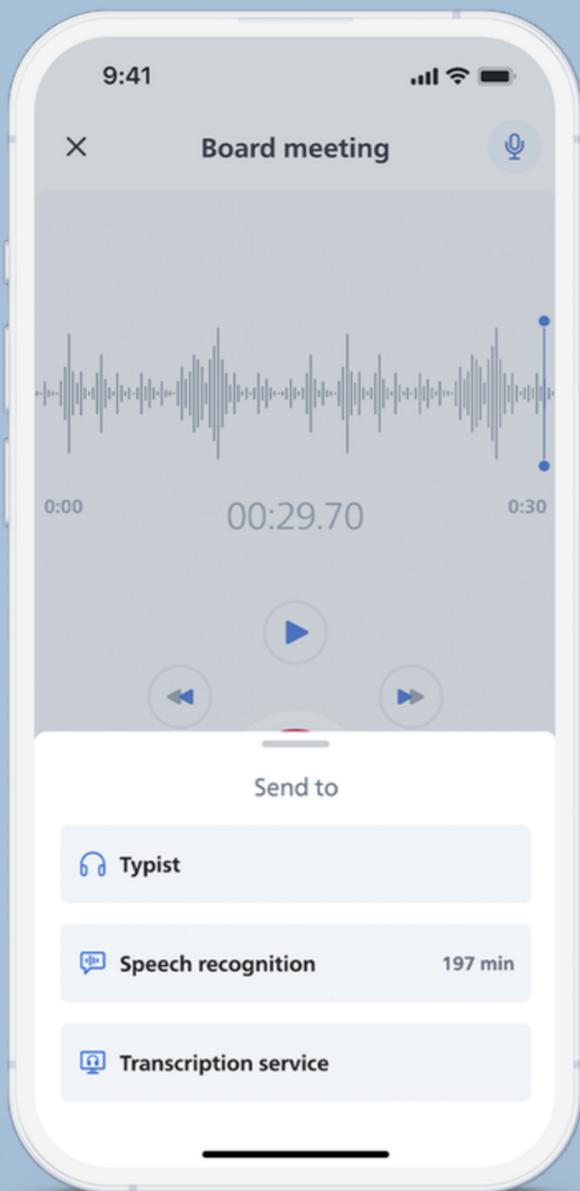
# Results: Faster **Workflows** and Greater **Accuracy**

The move to Philips digital dictation delivered immediate improvements. Attorneys no longer had to rely on outdated tapes or risk losing notes taken by hand. They no longer faced the challenge of trying to recall case details later, which often led to incomplete or inaccurate records. Instead, they could dictate case updates, client correspondence, and billing details on the spot. Legal assistants received clearer recordings and were able to complete transcriptions more efficiently.

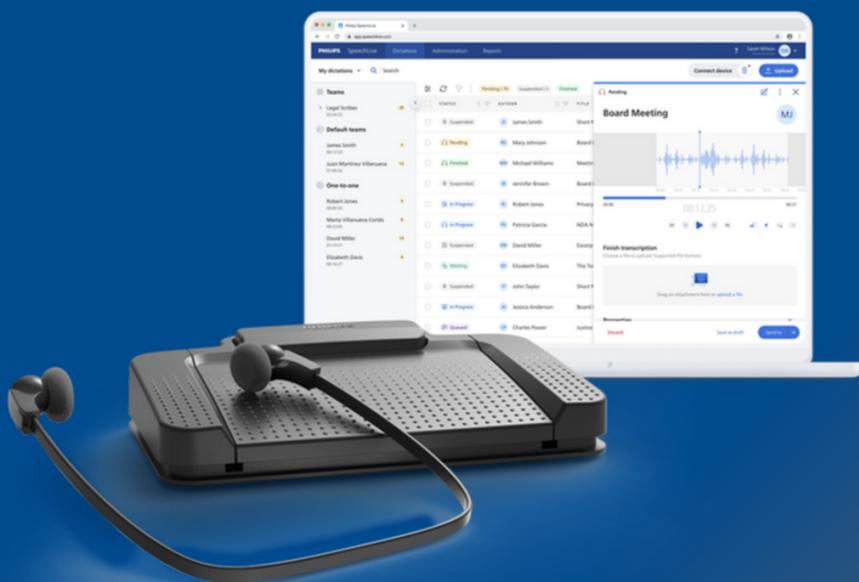
The system also encouraged better time management. Attorneys could record billable work as it happened, helping to ensure that every hour was properly documented. The convenience of dictating from a mobile device meant that no details were lost between court visits or client appointments.

## Key **results** included:

- Streamlined dictation and transcription workflow
- Improved accuracy in time entry and billing
- Faster turnaround for client documents and correspondence
- Simplified technology maintenance for IT and administrative teams
- Increased satisfaction among attorneys and support staff



**For a firm handling complex legal matters across multiple offices, these operational improvements made a measurable difference in daily efficiency and workload balance.**



*According to legal technology analysts, tools like speech recognition, dictation, and transcription are expected to become key components of any modern law firm's technology suite, as firms look for ways to improve efficiency and support more billable work through automation and faster workflows. [Speech Blog](#).*



# A Reliable Partner for Ongoing Success

The partnership between Eastburn and Gray and Graffen went beyond installation. Graffen provided consistent, personalized support for updates and troubleshooting. Whenever attorneys upgraded their iPhones or required reinstallation, Graffen handled the process quickly and effectively. This level of responsiveness helped the firm maintain continuous uptime and user confidence.

Attorneys praised Graffen for its exceptional service, describing the company as one of the most responsive and reliable technology partners they had worked with. With the Philips dictation system in place, the firm achieved greater control over its workflows and reduced the friction that once came with daily documentation tasks.

Today, dictation is viewed not as an outdated administrative task but as a strategic tool that improves efficiency, billing accuracy, and work-life balance for busy attorneys.

## Built To Support Modern Legal Practice

Graffen did not just replace old recorders with new technology. They helped Eastburn and Gray redefine how legal work is captured, processed, and delivered. By introducing digital dictation tools that align with the realities of modern law practice, Graffen enabled attorneys to spend less time managing technology and more time focusing on client needs.

Philips dictation technology provided the foundation, but Graffen's understanding of workflow design and customer service made the transformation sustainable. Attorneys who once viewed technology as a hurdle now see it as an advantage. The solution's ease of use and reliability continue to support Eastburn and Gray's long-standing commitment to precision and professionalism.



## Ready To Modernize Your Legal Workflow?

Discover how Graffen's [Legal Dictation Solutions](#) can help your law firm improve efficiency, accuracy, and client communication.

Visit our [Contact Page](#) to **schedule a consultation** and learn more about implementing Philips digital dictation technology with Graffen's expert support.

To learn more about Eastburn and Gray, visit [eastburngray.com](http://eastburngray.com).

# Frequently Asked Questions

## **1. What makes Philips digital dictation different from traditional systems?**

Philips digital dictation eliminates the need for tapes or manual transfers. Attorneys can dictate securely from mobile or desktop devices, and assistants can access the recordings instantly for faster transcription.

## **2. How long does it take to set up a digital dictation system?**

With Graffen's help, most firms can begin using Philips dictation within days. The setup includes installation, mobile configuration, and brief training to ensure attorneys and staff are confident from the start.

## **3. Is digital dictation secure for legal use?**

Yes. Philips digital dictation software uses encryption and password protection to secure sensitive recordings, ensuring compliance with legal privacy requirements.

## **4. What kind of support does Graffen provide after installation?**

Graffen offers ongoing technical support, remote troubleshooting, and system updates. Their team ensures your dictation technology remains reliable and up to date.

## **5. Can attorneys dictate while traveling or between offices?**

Yes. Attorneys can record from their iPhones or other devices immediately after meetings or hearings, then send files securely for transcription. This ensures no time or information is lost.

## **6. How has digital dictation changed Eastburn and Gray's daily workflow?**

The system simplified time capture, reduced transcription delays, and helped ensure accurate billing. Attorneys now spend less time on administrative work and more time focusing on clients.