

IVNOTE: Turning Phone Calls into Profit

Avoid the pain of writing attendance notes and make sure you bill for every second you talk to clients, in the office or on your mobile. Automatically capture everything that was said in every client conversation and for how long.

“It is of course good practice to make attendance notes, precisely because the absence of them makes it more difficult to establish what instructions and advice were given”

Nugee J - *Wellesley Partners LLP v Withers LLP* [2014] EWHC 556 (Ch)

Quick Reference

- Turn all phone calls into text
- Deliver the text to an email that is filed into your client matter system
- Use the length of the phone call to automatically bill for the length of the call
- Capture mobile calls as well as fixed line
- Works with any existing email and records management system
- Features “JumpTo” player technology to make calls easy to navigate
- Makes phone calls searchable as text

How often do you keep a full, accurate and contemporaneous note of every call that you make and receive and bill for every minute of that call?

At your desk?

In the middle of the night, during a major transaction?

On your mobile phone on a Saturday afternoon?

The answer is probably not often enough

Too much, too often

The fact is that modern communication has put an intolerable burden on the modern lawyer. If you are lucky enough to have worked in the legal industry for long enough, you might remember when clients sent letters, urgent communications came on a fax, and the phone was the main form of interpersonal communication.

Fast forward, and we now live in a world where everyone is cc'd on everything else, and the volume of correspondence is almost intolerable: The BlackBerry or iPhone beeps every few seconds as more email arrives, and people expect an instant response, just like a telephone call, but easier to “fire and forget”

But in that world, still, we rely on the telephone to contact people when email just won't do: And very often that communication takes place off-site on a mobile device

The Write Stuff

In an ideal world, when you speak to a client, you make a note of what was said: This protects you, it enables someone else to review a file and know what has taken place, and it can be electronically filed with other client email and documents, making it searchable and easily retrievable

It is an old joke that the note taken of a phone call is not so much about what was said, but what you wish had been said. But not having any note at all can be catastrophic.

Going Down with all Hands

Fancy losing \$2.6billion because you didn't keep a note of a phone call? Actually, to be fair, it worked out at just under a billion dollars a call for Guy Hands. His company, Terra Firma, lost its investment in EMI when it was seized by Citigroup. Mr Hands claims that he was misled in three phone calls by a Citigroup banker who advised him to make the purchase. The banker in question said in court he had “no independent recollection” of the phone calls in question: No notes, no case

“Minutes are an aide-memoire for us. They should not be a reductive record of what happened to have been said, but they should be more a full record of what was intended to have been said.”

Linton Barwick

“In the Loop” (2009)

Intelligent Voice Products

- Intelligent Voice Core

Convert phone calls to usable text

- JumpTo

Compliance and Forensic Solutions to analyse all corporate data, including voice, e-mail and IM

- IV for E-discovery

Convert archive phone calls into usable text for litigation support systems

- Visual Search

A visual analysis of your data set, linking topics and documents visually

- VCAP HD

High quality stereo capture of telephone calls

- Enterprise Vault Connector

Takes phone calls and convert them to an EV ingestible format

- IV Cluster

Group and identify unknown callers

Contact:

Chase Information

Technology Services Limited

St Clare House

30-33 Minories

London

EC3N 1BP

E: info@intelligentvoice.com

T: +44 (0)20 3627 2670

Withering attack

And the legal profession is no stranger to the danger of not keeping that critical note. London firm Withers lost £1.6m (\$2.6m) in a negligence action (*Wellesley Partners LLP v Withers LLP* [2014] EWHC 556 (Ch)) which hinged around the content of a disputed late night phone call.

Without an attendance note, it was difficult to justify the course of action that Withers alleged the client had authorised.

Why IVNOTE?

IVNOTE is simple. It captures your phone calls, turns them into text, and then sends the transcript and the call direct to your inbox. From there, it can be filed to the client matter, and using workflow, the length of time of the phone call can be immediately billed

That means no more time spent on attendance notes: You have a transcript, and you have the original audio file.

Capture phone calls out of the office and bill them: Mobile phone recording is now a reality, and the output can be automatically filed through IVNOTE

Simple to install and operate: IVNOTE captures telephone calls from your existing network, and routes the transcript of the calls through to the relevant fee-earner. They then file the call in the same way as an email or any other document

Simple to set-up: An optional, free of charge part of the IVNOTE service is to QA the initial calls to ensure that they are being properly captured and transcribed: Voice recognition, like early OCR, is not perfect, but it gives sufficient information for review, search and filing purposes

Easy to interface: Because the voice calls and transcript are turned into a regular email, they can work with your existing systems

Simple billing: The service has a small upfront fee, and is then billed monthly based on the number of fee earners: No volume or per minute charges.

Secure: It is installed and maintained within your network, so only you have access to it.

Private: Any personal calls can be deleted and not stored within the system.

Chinese Walls: Individual calls can be password controlled so that they cannot be accessed by another user.

Cost-effective: The system pays for itself almost immediately. We encourage you to look at the number of phone calls that are not properly documented either because they have no attendance note, or because the time has not been properly recorded.

Simple. Yes simple to use, because it is designed by people who understand the problems faced by the legal profession