

## First new customer installation of nFlow's next generation digital dictation software version 5.0 an unequivocal success

Date: 12-12-2008 04:11 PM CET

Category: [IT, New Media & Software](#)

Press release from: [nFlow](#)



nFlow, a leading developer of digital dictation software solutions for professional service firms, today announced that an installation of its widely reported next generation DDS 2.0 digital dictation system has been successfully completed for 100 users at leading top 50 accountancy firm Johnston Carmichael. nFlow DDS Version 5.0 has been deployed to users across 3 offices in Elgin, Inverurie and Huntly in just 2 weeks. A second phase will see the solution rolled out to an additional 90 users in December. In addition to rolling out nFlow DDS Version 5.0 Johnston Carmichael have also deployed nFlow Mobile for Blackberry to deliver remote dictation for users. The accountancy firm report that the software's innovative web service architecture and modern Outlook 2007 .NET design has been a great success and delivered an excellent response from users.

Commenting on the project Johnston Carmichael IT Partner, Douglas Rintoul said, 'Prior to selecting nFlow's new Version 5.0 product we were already using a small installation of Winscribe over Citrix with our IFA team however there was interest in widening the use of DD so we decided to review the market. This led to a trial of both nFlow and Bighand in our Citrix environment as a comparison to Winscribe. Following this trial we decided to carry out a second trial of nFlow and Bighand with our executive team. Both suppliers were offering new versions so we started with a trial of Bighand however when we saw the nFlow Version 5.0 product we were completely blown away. We felt the excellent opportunities nFlow's complete .NET design offered us in reducing administration of the application and the simple yet intuitive functionality combined with the modern Outlook 2007 look and feel meant it offered the best solution for us. It was also apparent during meetings that nFlow's outstanding reputation for customer focus and technical capability was backed with very real passion and commitment, a reputation we saw reinforced during the installation. I can honestly say that nFlow have done an excellent job and that our choice of nFlow version 5.0 has been a great success.'

nFlow deployed the version 5.0 SQL databases and the .NET web services at Johnston Carmichael's Aberdeen office. Plus they installed audio file repositories on local servers at each remote site. To complete the first phase of the installation the .NET component and driver management service was automatically deployed to all desktops and laptops with the servers prepared for the second phase of the rollout to a further 90 users in 6 offices, including Edinburgh, Glasgow, Inverness and Perth. The result of this was a fast and low cost implementation that saw the solution deployed to 100 users in just 2 weeks.

Tony Moxham, nFlow's Technical Operations Director commented, 'I believe the administration and maintenance functions in nFlow deliver an unbeatably low support overhead. Johnston Carmichael have a number of offices spread across Scotland

so when they saw that the centralised .NET component and driver management service gave them centralised control of application maintenance at either a global and granular level they were very impressed. It means they don't have the overhead of any 3rd party technologies such as SMS to achieve this. When you add to this the on demand service delivery of user configuration without needing additional technology like roaming profiles it all adds up to a very neat solution that suits mobility and hot desking across offices extremely well.'

nFlow DDS Version 5.0 provides a complete service orientated architecture that delivers everything a user needs to the PC when they log in. This is particularly relevant to user experience as rather than use registry keys to configure the experience as older technologies do, nFlow delivers all settings via the service to whichever PC the user logs on. It also delivers the specific dictation and transcription hardware drivers a user needs but is clever enough to automatically switch a user to an alternative device if it is available delivering complete flexibility in terms of hardware used.

nFlow Sales & Marketing Director, Rob Lancashire commented, 'This project is significant as it not only represents a highly successful early adoption of our new generation DDS solution but it has been achieved in direct comparison with other leading technologies. This reinforces our belief that Version 5.0 represents a new generation of DDS system and validates the comments we have made in support of the DDS 2.0 concept. The success of this first installation is the result of a thoroughbred .Net solution designed in conjunction with Application Development Consultants from Microsoft and an nFlow team with an award winning commitment to customer focus and a deep understanding of customer requirements. We are very pleased the market reaction as it's already resulted in competitive customer wins totalling nearly 500 users in just the first 2 months. If there is a must have for Christmas then I believe nFlow version 5.0 is the DDS equivalent of the iPod.'

#### About nFlow

nFlow is a leading developer of digital dictation technology with offices in the UK, Holland and Australia, and an extensive customer base spanning national and international territories across a range of professional services industries including, accountancy and legal. The nFlow approach and solutions ensure an effortless purchase and implementation process, drawing on a highly skilled team of technical, sales and support specialists. The teams are solely focused on delivering innovative solutions with industry-recognised, award winning quality service. nFlow provides consultation, technology and support underpinned by a framework of unrivalled industry knowledge, flexibility and understanding. For more information, please visit [www.nflow.com](http://www.nflow.com)

nFlow Software Ltd  
7 Freebournes Court  
Newland Street  
Witham  
Essex, UK  
CM8 2BL

Rob Lancashire  
+44 (0)1376 532266  
[info@nflow.com](mailto:info@nflow.com)

[You can find this press release here](#)