

## VoiceWrite TXC Benefits Customers and Lanier

Designed for customer convenience, the VoiceWrite TXC is the first PC-based product within Lanier's product line to deliver dictation and transcription solutions to remote locations. "The development of the TXC, a transcribe card for the VoiceWriter, is also the first product to completely and faithfully complete the innovative WSM product to market process," said Jim Olwine, Project Manager, VoiceWrite TXC.

"The process used to create the TXC began with three logical phases: 1) idea generation, 2) concept definition through feasibility studies, and 3) integration into Lanier's overall business plan," Olwine said. "We took the whole idea and broke it into bite size chunks using the PTM process



*Pictured is the VoiceWrite TXC team. Back row (left to right): Peter Michalovic, Wendy Lemon, Rick Benton, Waymon R. Harris, John McKenna, Russell Parris, Greg Bradberry, Jeffrey Conte, Charlie Robinson, Jim Olwine. Front row (left to right): Sam Kalter, Vydehi Ganjur, Lee Cha, Chris Rowe, Carl Plunkett, and Cindy Schneider.*

throughout the development and test phases."

WSM's team, headed by Olwine, Chris Rowe, Senior Principal Engineer; Peter Michalovic, Test Engineer; and John McKenna, Technology Manager, started the project one year ago. "Russell Parris, Voice Technology Manager, worked diligently with the team communicating the vision of the TXC concept and turning it into reality," Olwine said.

This process offers better documentation of the design, improved testing of new products, and better prediction of delivery

time to the sales force. Benefits for the customers include increased flexibility on staffing and quicker download time.

"We were pioneers trail blazing a new process with new tools and new technology, that deliver better results for our customers," Rowe said.