

## Customer Success Story

# Medical Transcription Associates of Orlando



### Challenge

Fast-growing MTSO required a robust transcription software platform to support business growth.

### Solution

- InfraWare 360 platform
- Flexible dictation options
- Secure communication channel
- Built-in productivity tools
- Powerful editing features
- Fully automated workflow

### Results

“After just a few months of production use, we saw the platform ease our overhead time and costs, which positioned us to grow the business.”

—Lynn David, President and CEO  
Medical Transcription Associates (MTA)  
of Orlando

### Challenge

Medical Transcription Associates (MTA) of Orlando is a medical transcription service company based in Orlando, Fla. With aspirations of growing MTA from a small regional transcription service into a nationwide business, President and CEO Lynn David sought a robust transcription software platform that was easy to learn and efficiently managed workflow among customers, managers and transcriptionists.

“I wanted a software platform that was user-friendly for MTs and physicians,” Lynn recalled. “I had tried others in the past and found them cumbersome and their tech support lacking. We required versatility with the ability to offer telephone dictation and handheld dictation options. Compatibility with EMR/EHR systems also was critical.”

### InfraWare Solution

MTA implemented the InfraWare 360 platform comprised of InfraWare’s suite of top-rated applications. For telephone dictation customers, InfraWare established local telephone numbers in each of the major markets served by MTA. Handheld users were able to continue dictating into Olympus recorders and also use the InfraWare Dictation Client (IDC) to securely transfer dictations. Utilizing the InfraWare solution, transcriptionists are now able to prepare reports in the InfraWare Transcription Client (ITC), which contains a secure communication channel and powerful editing features.

### Results

MTA’s management enjoys a fully automated workflow so they can focus on critical issues rather than time-consuming repetitive tasks. MTA’s clients and transcriptionists also have responded favorably to the new system and its ease of use.

“I pride my company on being flexible. InfraWare is a great partner because they offer so many customizations to suit each client,” Lynn said. “Using InfraWare has become a competitive differentiator for me.”

InfraWare also has supported MTA’s strong growth from a citywide, to a regional – and now a nationwide – business.