



Customer
DWF



Website
<https://dwfgroup.com/en>



Location
United Kingdom



Industry
Legal Services

Customer Profile

DWF is a UK-based global legal business, founded in 1977, with around 35 locations and more than 4,500 employees. The firm combines legal expertise with technology-driven solutions to deliver integrated legal and business services worldwide.

Objectives:

- Documenting hundreds of weekly meetings across multiple time zones
- Reliance on manual note-taking postponed delivery of meeting notes by days
- Existing meeting summarization tools produced inaccurate and unstructured content unsuitable for legal use
- The chosen solution would need to generate complete, compliant, and timely meeting notes efficiently

AudioCodes Solutions

- [AudioCodes Meeting Insights](#)

Benefits:

- Instant access to meeting notes replaced manual processes that previously took days to complete
- Achieved 99% transcription accuracy, ensuring reliable, high-quality documentation for internal and client use
- Faster post-meeting summaries improved client response times and enhanced overall service delivery
- Reduced administrative workload freed staff for higher-value tasks and strengthened cross-team collaboration

AudioCodes Case Study

DWF

AI-powered meeting intelligence streamlines documentation and drives productivity in global legal operations

Executive Summary

DWF, a multinational legal business serving clients in a wide range of industries, was looking to increase efficiency and accuracy in the production of meeting minutes. The firm selected AudioCodes Meeting Insights to provide accurate, actionable and compliant meeting intelligence at scale and to enhance productivity across its global workforce.



Background

DWF is a leading UK-based global legal business known for its innovative approach to delivering integrated legal and business services. Founded in 1977, the firm operates in around 35 locations around the world and employs more than 4,500 people, combining deep legal expertise with technology-driven solutions.

For more information, visit the DWF website: <https://dwfgroup.com/en>

Objectives

Traditionally, meeting documentation relied on note-taking by secretaries and administrative staff – a process that often delayed the delivery of meeting notes by several days.

As a global firm operating across multiple time zones, DWF conducts hundreds of client and internal meetings every week. Traditionally, meeting documentation relied on note-taking by secretaries and administrative staff – a process that often delayed the delivery of meeting notes by several days.

The output from DWF's existing meeting summarization tool lacked the structure, accuracy and control required for professional legal documentation. Consequently, the firm concluded that it needed to find an alternative and effective meeting intelligence solution to reduce the time spent on manual note-taking and create complete, industry-compliant meeting notes quickly and easily.

Solution

Based on a recommendation from AudioCodes UK partner, Tinkle, DWF selected AudioCodes Meeting Insights, an AI-powered meeting recording and summarization platform, to overcome these limitations.

Based on a recommendation from AudioCodes UK partner, [Tinkle](#), DWF selected [AudioCodes Meeting Insights](#), an AI-powered meeting recording and summarization platform, to overcome these limitations. Meeting Insights integrates seamlessly with Microsoft Teams, automatically recording, transcribing, summarizing and organizing meetings into a secure central repository accessible to authorized staff across different departments.

Key features that proved transformative for DWF included automated transcription and summarization capabilities, which generated structured summaries with clear speaker separation and key highlights. This ensured that meeting documentation was both accurate and easy to review.

AI-driven action and decision tracking further enhanced efficiency by automatically identifying follow-ups, questions and resolutions, helping teams stay aligned and accountable after every meeting.

A fully searchable meeting repository provided instant access to past discussions, notes and attachments, ensuring that valuable insights were always within reach, while the ability to record in-person and mobile calls meant all meeting content could be captured and managed within the same system.

Meeting Insights' secure data architecture, built with enterprise-grade governance and privacy controls, ensured that sensitive legal information remained fully protected at every stage.

Results

The solution achieved an impressive 99% transcription accuracy, verified by DWF's internal teams, ensuring confidence in the quality and reliability of the generated content.



Meeting Insights captures the facts, cuts through the noise and delivers clear, accurate summaries instantly. The accuracy is outstanding and it's become an essential part of how we work.

Ashley Moss

Global Head of Technology & Transformation at DWF.



The adoption of Meeting Insights has dramatically improved meeting productivity and documentation turnaround at DWF, delivering a number of measurable improvements across the firm's operations.

One of the most significant outcomes was the elimination of manual meeting documentation, with instant access to notes now replacing processes that previously took two to three days to complete.

The solution achieved an impressive 99% transcription accuracy, verified by DWF's internal teams, ensuring confidence in the quality and reliability of the generated content. This accuracy also enabled faster client response times, with immediate post-meeting summaries shared directly with clients to enhance transparency and service delivery.

By reducing administrative overhead, Meeting Insights freed staff to focus on higher-value legal work and strategic priorities. In addition, improved knowledge retention and easier access to meeting intelligence strengthened collaboration across regions and teams, helping DWF operate as a more connected and efficient global organization.

DWF continues to expand its use of Meeting Insights across teams and geographies, integrating it into recurring meetings and client projects. The firm especially values the 'pre-meeting prep' feature, which automatically provides summaries and actions from previous meetings, ensuring that every participant joins the next session fully briefed and ready to execute.



Ready to reduce manual meeting documentation
and gain governed, actionable insights?

[Get Started](#)

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