



National Assembly of Mauritius

CASE STUDY

The Client:

National Assembly of Mauritius

- National Assembly Chamber and two committee rooms
- 14 transcriptionist workstations for weekly Hansard production
- Existing VIQ customer since 2009

The Problem:

- Needs legislative recording solution that can be run independently of network connectivity
- Needs customized transcription workflow to meet Hansard Service's unique requirements

The VIQ Solution:

As part of a general technology upgrade for the National Assembly, VIQ and partner Digital Voice Processing of South Africa upgraded the National Assembly of Mauritius to the latest VIQ capture and management solution for legislatures. The new cutting-edge solution provides:

- Local audio recording that allows parliament to take place regardless of network connectivity
- An automated synchronization process that centrally stores recordings and notes from all recording rooms in one secure, but easily accessible, central location
- An integrated transcription workflow customized for the National Assembly's transcription and editing process

The latest VIQ recording solution for legislatures provides the National Assembly of Mauritius with the best features of a standalone and a networked solution combined. The recording workstations initially capture audio and notes on the local hard drive, meaning the solution is not dependent on a network connection and recording will continue, unhindered, in the event of a network failure. When the VIQ system senses network connectivity, the recording workstations automatically resume the transfer of all audio and associated files to the central server for centralized access, storage and backup.

For Hansard production, VIQ's integrated transcription workflow automatically routes recordings to the Assembly's Hansard Services department. Transcription is prioritised according to the Hansard Services' schedule and allows Hansard Services to pass transcripts through a rigorous four-stage transcription and review process. The process is entirely automated, seamlessly moving audio and transcripts between the National Assembly's team of transcriptionists.

The National Assembly of Mauritius is supported by **Digital Voice Processing**, VIQ's certified partner for sub-Saharan Africa. Staff from Digital Voice Processing and VIQ Solutions were on hand to ensure a smooth installation of the new VIQ software and hardware, and ensure that both technical staff and end-users were properly trained on the new workflow.

