

Dictate NOW NEWS

Keeping you up-to-date with our services and events

ISSUE EIGHT - JANUARY 2011

Welcome to the eighth edition of DictateNow's newsletter.

In this edition we have included news about **DictateNow's** attendance at the Law Autumn exhibition and the User Conference for **DictateNow's** outsourcing partner, BigHand together with details of additions to our staff team to cope with the recent increase in demand for the **DictateNow** service. We also have our regular snippets of news including tips, client's testimonial on the **DictateNow** service and our meet the staff section.

What do **DictateNow** do?

DictateNow provide both a UK based dictation outsourcing service and digital dictation systems for internal use within your office. For further information, please call **Annie Downes** at **DictateNow** Sales on **0845 601 7726**, or visit our website at **www.dictatenow.com**.

DictateNow – UK's largest outsourcing company

DictateNow is in its 7th year and is the UK's largest dictation outsourcing company. We now employ over 340 UK based, qualified and experienced legal secretaries. Our clients range from solicitors, barristers and MPs to surveyors, estate agents, members of the medical profession and charities.

DICTATENOW CELEBRATES SUCCESS AT LAW AUTUMN 2010 IN BIRMINGHAM, AND AT THE BIGHAND USER CONFERENCE

In November, **DictateNow** was a return exhibitor to Law Autumn 2010 hosting a large stand and attracting a record number of visitors from heart of England law firms.



We also supported our partner BigHand at their User Conference, the first since BigHand's acquisition of nFlow. The event was BigHand's largest User Conference and it was a great opportunity for **DictateNow** to meet both our existing clients and BigHand's current/**DictateNow's** potential clients.

NEW COSTS TYPIST TEAM AND DEDICATED CASE MANAGEMENT TEAMS

With increasing demand from clients for the typing of Bills of Costs and other related matters, **DictateNow** have set up a dedicated costs typist team who have a sound knowledge of client billing, formatting etc.

DictateNow also have teams of typists who have expertise in different case management and document management systems – SOS, Axxia, OMS, DPS, Sharepoint, AIM etc. With use of case management systems and document management systems emerging as the way forward for the majority of legal firms, typist skills in this area of transcription are essential.

If any of these areas of typing expertise could assist your firm, please contact Abrar Khan or the QA team - **qa@dictatenow.com**.



Useful to Know Our Service

Average outsourcing turnaround:
(August- December) – 43 minutes

Current software versions:

Author: 2.54

Transcribe: **DictateNow** Transcribe Version 4.89

Do you have the most recent version?
If not, call **DictateNow** for an update.

DICTATENOW INSIGHT – UPDATE

Did you know **DictateNow's** monitoring application **DictateNow** Insight is now a web-based application?

Insight gives a real time view of the progress of a dictation, from us receiving it, to being typed, checked by a member of QA and completed. It can be used by fee earners to monitor their own work and by administrators to monitor multiple users' work.

For work returned via email the transcriptions can be accessed from Insight without the need to wait for an email return.

Clients can now release their work from the QA queue from the Insight screen if it is urgent.

OUTSOURCING COSTS VERSUS INTERNAL SECRETARIES

Are you aware that by outsourcing to **DictateNow** you could save costs? In this time of economic austerity, all firms are looking to save costs while still providing an efficient and quality service to their clients. **DictateNow** can assist your firm. Why not obtain a cost analysis for your firm to compare the costs of employing a secretary against using **DictateNow** typists? Please contact Annie Downes for a comprehensive cost analysis – **annie.downes@dictatenow.com**

TheKnowList Awards 2011

Annie Downes, our UK Sales & Marketing Manager recently attended TheKnowList Awards 2011 as a guest of Video Communications firm City IS.



Hosted by Huw Edwards, TheKnowList Awards is the premier technology event for the legal industry recognising law firms dedicated to the strategic implementation of technology and the success of key individuals and suppliers, who are constantly striving to add value using technology. DictateNow would like to congratulate all the winners.

“The KnowList Awards is THE prestigious event on the UK Legal IT calendar. No other event provides the opportunity to network with over 300 of the legal industry’s movers and shakers as well as reward and recognise individuals and teams alike” Angelos Kokkinos, Assistant Director Global Administration & Planning/EMEA Customer Services Mayer Brown International LLP.

What our clients say ...

T V Edwards LLP , the winner of the Lexcel Award for Excellence in Practice Management at the Law Society Excellence Awards 2010 has been a client of DictateNow for many years. Family Solicitor, Maria Adams says



T V Edwards LLP have used DictateNow for a significant period and have become reliant on the service. DictateNow provides an efficient and organised typing service which has become vital to T V Edwards LLP as we expand and increase our work load.

The advantage is that the typing is saved directly into T V Edwards LLP’s case management system which reduces the administrative time once the typing has been completed. Also, DictateNow are able to complete typing quickly which is essential for fee earners, particularly those who are out of the office at court and who are under time constraints.

DictateNow also provide a helpful telephone support service for any queries that arise providing a professional service. ”

OUTSOURCE TO DICTATENOW AND AVOID DELAYS DUE TO INCLEMENT WEATHER

The recent snowy weather caused unprecedented delays throughout the UK in all aspects of life but particularly in travel which impacted on fee earners and secretaries being able to reach their offices for work. Users of DictateNow were able to work from the comfort of their own home and dictate via their home computer, laptop or mobile then outsource their work to a DictateNow typist knowing that their work would immediately be transcribed with no delay. For those fee earners who succeeded in reaching their office only to find their own secretary had not managed to make it to her desk, at the click of a button, the fee earner sent their work to DictateNow for an immediate, quick and accurate service. Snow did not impact on the DictateNow service!



DICTATENOW WORKING – WHATEVER THE WEATHER!

NEW STAFF! NEW STAFF! NEW STAFF!

With increased demand for the DictateNow outsourcing service, DictateNow have welcomed new members to our head office including Juliette Sanderson who has joined as an addition to our Quality Assurance Team. She can be contacted on the usual office number **0845 601 7726**.

Did you know...

PASSWORD PROTECTION

Did you know DictateNow can password protect word documents prior to being returned by email?

Clients can log their own passwords on the DictateNow system, ensuring their work is completely confidential and cannot be viewed by anyone else with access to their email.

Allison Pile



Quality Assurance

Allison is a vital part of DictateNow’s Quality Assurance team, liaising between clients and DictateNow typists to ensure clients typing requirements are understood and implemented fully. She has been instrumental in the application of case management systems within the DictateNow service as many clients begin to incorporate CMS into their office structure. Allison’s sound knowledge of legal work through her experience as a legal secretary is a vital tool in assisting clients and ensuring high levels of accuracy and quality in DictateNow typists transcriptions. Away from work, Allison is a keen West Ham supporter and enjoys theatre trips and socialising.

REGIONAL CELEBRATION FOR DICTATENOW’S VALUED TYPISTS

With DictateNow’s qualified legal typists being located across the UK, we are currently hosting regional lunches to enable us to get together with valued members of our team and for our typists to share ideas of good practice. Our post Christmas regional lunch for the West Midlands was held in the centre of Nottingham at the beginning of January. It was lovely to see so many familiar faces and a great time was had by all.