

Dictate NOW NEWS

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

ISSUE SIX - SEPTEMBER 2009

Welcome to our sixth edition

In this edition we have included news about DictateNow's success at the Procurement (Healthcare Live) Show and how DictateNow can help your firm avoid disaster when staff are absent due to swine flu. 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 on www.dictatenow.com and view the PDF brochures on the left of the page.

DictateNow – UK's largest outsourcing company

DictateNow is in its 6th year and is the UK's largest dictation outsourcing company. We now employ over 190 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.

Success at the Procurement (Healthcare Live) Show

At the annual Procurement (Healthcare Live) Show at Earls Court in London, DictateNow repeated its success from various other exhibitions, showcasing DictateNow's medical division and attracting large numbers of visitors to our stand. Ranging from sole practitioners to top NHS hospitals, enquiries were focused on outsourcing as a viable alternative to employing secretaries in house. Guest speakers at the Show included Andrew Marr and Ken Livingstone who enthralled visitors with their keynote addresses. The Show also enabled DictateNow to expand our provision of services to local government as many visitors hailed from local authorities.



SWINE FLU Disaster Recovery Plan...

...the swine flu epidemic - the number one headline for many months now – resulting in high number of staff absences can be a disaster for any law firm.

With children returning to school in September, doctors are predicting a further increase in swine flu cases, causing additional staff absences when staff's own children are struck by the illness or when schools are forced to close because of the epidemic. Many law firms are turning to DictateNow as part of their disaster recovery plan. Installation of DictateNow allows fee earners to work



from home whilst caring for a sick child or undertaking childcare. The use of DictateNow means that no work will be delayed and service to fee earners' clients can continue as normal as fee earners are able to undertake dictations from home or mobile locations and outsource them to DictateNow for typing.

As DictateNow's typists are home based, all our clients receive the usual uninterrupted efficient service!!

Useful to know...

Our Service...

Average outsourcing turnaround:
(April - Aug 09) - 42 minutes

Current software versions:

Author: 2.54 **Transcribe:** DictateNow

Transcribe 2009 version 4.55

DictateNow Insight: 2.00

Do you have the most recent version?

If not, call **DictateNow** for an update.

Case Management - the way forward

With many firms using case management systems as part of their everyday office procedures, DictateNow are receiving more and more requests from clients for integration of the DictateNow outsourcing software into case management systems via remote access to clients' office systems.

The DictateNow software allows seamless typing of documentation into a clients' case management system enhancing the features offered by our outsourcing service and reducing clients' workloads as saving typed files is no longer required and is automatic to the case management system.

FORMS FORMS FORMS

Oyez, IRIS Laser and Shaws forms – Integration with DictateNow...

With increased demand for outsourced typing and in particular on standard forms in all areas of legal practice, DictateNow's outsourcing service has expanded to include typing of all Oyez, IRIS Laser and Shaws forms.

Please contact Annie on 0845 601 7726 to arrange an upgrade of your DictateNow software to enable you to include dictation of forms as part of your outsourcing package.

DictateNow offer Outsourcing via your BLACKBERRY...

DictateNow – the No. 1 outsourcing company – is enhancing its software to enable all clients to undertake dictations via their BlackBerry mobile phones. Particularly useful for fee earners who are always 'on the go', DictateNow BlackBerry will be a useful addition to all clients who wish to access their dictations remotely. DictateNow's BlackBerry will launch in October. Call Andrew Lee at DictateNow for more information.



What our clients say...

Bethan Davies, Senior Associate and Head of Applications Development at Freeth Cartwright LLP, whose fee earners make daily usage of DictateNow...

“ DictateNow is an integral part of our firm now, providing an essential typing service. They complete our work within our case management system which makes the service as seamless as possible. Solicitors outsource work to DictateNow themselves so that they can manage their and their secretaries workloads and so maintain the high level of service for our clients. It is particularly useful for work sent out of hours.

I like the fact that we have a team of DictateNow typists who have got to know our systems well. The turnaround times are excellent (generally in less than an hour) and if we have any issues they are resolved quickly. Nothing is too much trouble for them and some of our lawyers now use the service as a primary source of typing. ”

Philips revolutionises the dictation microphone – wirelessly

SpeechMike Air, the wireless version of the world's bestselling professional audio recording device, has arrived.

Based on extensive research and product development, the SpeechMike Air incorporates perfect ergonomics in a futuristic design. A dictation microphone, playback speaker, dictation control and PC navigation are combined in a single device, with the dictation process now significantly easier thanks to the 'push-to-dictate' function.

SpeechMike is one of the most known pieces of digital dictation hardware and widely accepted by end-users in many industry sectors.

Available in two models, with 4-position slide switch and push button version, the latest device features improved microphone suspension to optimise speech recognition, enlarged function buttons, an optical trackball for intuitive 'one-thumb' operation, and an 'out of range' vibration alarm. SpeechMike Air incorporates advanced speech recognition technology and is compatible with Dragon NaturallySpeaking.

The SpeechMike Air range also includes the AirPort docking station, for data transfer to a PC and speedy recharging, and the AirBridge receiver module. This handles speech data from the dictation device, wirelessly via Bluetooth technology from a range of up to 10 metres. Data transfer is encrypted for complete security.

Launching this latest addition to the Philips professional product portfolio, Dr Thomas Brauner, Senior Director, commented: 'The SpeechMike Air clearly highlights our position as the world's leading one-stop shop for modern, digital speech processing solutions. Now this stylish user-friendly device with excellent recording quality offers the perfect wireless dictation solution for the office, medical practice or law firm. With SpeechMike Air, going wireless is even more exciting than you thought!'



PHILIPS
sense and simplicity
www.philips.com/dictation

The information given in this newsletter is for information only. It does not in any way constitute a contract and should not be relied upon.

NEW!! DICTATENOW INSIGHT 'LOCK'



With DictateNow's enhanced software, clients using DictateNowInsight to monitor their dictations can now have them 'locked', meaning dictations that are of a private nature can only be accessed by the fee earner who sent the dictation, and not by administrators or secretaries.

An additional security feature has been added allowing firms to control by IP address where staff can access Insight.

If you would like more information please call Onder Duman on 0845 601 7726.

Meet the staff...



Abrar Khan, Quality Assurance

Abrar is a part of DictateNow's Quality Assurance team, whose role includes maintaining the excellent standard of all DictateNow typed documentation, without incurring delays in return of typed files to clients.

With his helpful approach, he liaises between clients and typists to ensure the smooth running of DictateNow's typing flow. Abrar's interests outside of work include listening to music and attending concerts, travel and socialising.

Sales Team New Addition

With DictateNow expanding its provision of outsourced service to the medical profession, Andrew Lee has joined the DictateNow Sales Team to assist with enquiries and queries about DictateNow's varied services both legal and medical.

With his helpful, welcoming approach, any questions are dealt with in a thorough efficient manner and clients and potential clients can feel reassured about DictateNow's provision. We would like to welcome Andrew to the team.