

Dictate NOW NEWS

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

ISSUE FIVE - APRIL 2009

Welcome to the fifth edition of DictateNow's newsletter

In this edition we have included news about DictateNow's success at the Legal IT Show, sponsorship of the launch of Bristol's Association of Women Solicitors Group and how DictateNow can help your firm reduce costs in this time of economic downturn. We also have our regular snippets of news including tips, a 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 175 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 LEGAL IT Show

At the annual Legal IT Show at the Business Design Centre in Islington, DictateNow repeated its success from the past 4 years, attracting increased visitors to our stand.

Ranging from sole practitioners to top 100 City law firms, enquiries were focused on outsourcing as a viable alternative to employing secretaries in house. Our exhibition stand alongside BigHand's display, reconfirmed our two firms close working relationship, with clients receiving the ultimate benefit.



DictateNow help launch the Bristol & South West regional Group of the Association of Women Solicitors

Having many clients based in and around Bristol, DictateNow were delighted to be asked to sponsor the launch of the Bristol and South West Regional Group of the Association of Women Solicitors launch party on 26th February.



Association of Women Solicitors

Essential for Success

AWS is a national organisation, recognised by the Law Society as a Group which aims to "promote the professional, business and social interests of women solicitors".

The launch was very successful with over 150 lawyers attending. Fiona Fitzgerald –

the AWS National Committee's chairwoman – gave a short address; and District Judge Lucinda Rowe offered her words of wisdom.

Mags Grundy of Bush & Bush Solicitors thanked DictateNow for their support of the event.

Useful to know...

Our Service...

Average outsourcing turnaround:
(Oct - Feb 09) - 45 minutes

Current software versions:

Author: 2.37 **Transcribe:** DictateNow
Transcribe 2009 version 4.48
DictateNow Insight: 1.05

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.

Snowy weather, but service as usual...



...with the recent inclement weather, many fee earners and their secretaries were unable to reach their offices for work.

However, use of DictateNow meant that no work was delayed and service to fee earners' clients continued as normal, as fee earners were 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 received the usual uninterrupted efficient service despite the weather!!

OUTSOURCING IN A RECESSION

Improve client service while saving costs...

DictateNow's clients reliably inform us that using the DictateNow's outsourcing service in this time of economic recession has helped their firms to reduce costs and lower overheads, while maintaining an efficient quality

service to their own clients. Many law firms are restructuring their personnel to make best use of secretarial and other resources. A decrease in available funds means firms are turning to DictateNow as a means of saving costs.

What our clients say...

Anil Gupta, Legal Business Manager at Wandsworth Borough Council has recently implemented DictateNow in the Legal Department...



“ We chose DictateNow as they offer a hosted server system, which considerably reduced the implementation cost. The easy to use software has the added benefit of enabling us to outsource when our secretaries are absent or busy, ensuring the council maintain excellent standards. We looked at several other options for implementing digital dictation but decided on DictateNow as the most suitable option for our needs. It offers us the ease of use, cost effectiveness and flexibility we were looking for. The system implementation and training was well supported and we have been impressed with both the speed of turnaround, the quality of all typed documentation. ”

Practice management and legal cashiering

Dictatenow's partner **Pinpoint** specialise in outsourced legal cashiering

In the current economic climate legal practices of all sizes are focusing on systems for increasing efficiencies, lowering overheads and at the same time remaining SAR and SRA compliant.

Satisfying these criteria is nothing new for Pinpoint, in fact for the past 14 years this is exactly what it has been doing for its clients... now numbering over 220 practices.

According to the Law Society's Software Solutions 2009 (SSG), Pinpoint was voted the number one supplier who "Improves efficiency and effectiveness of law firms".

Andrew Sherwin, Pinpoint Director comments, "We are delighted with our results in the SSG this year and the panel analysis of the service, support and

applications we offer our clients. Their comment that of all the legal suppliers we seem to be closest to our clients summarizes the ethos of what we do perfectly."

Andrew goes on to say, "The cost savings alone for a small practice by implementing Pinpoint can easily be in the region of £20,000. Most importantly perhaps is that when the economy recovers ,practices will have systems and controls in place without increasing staffing levels."



If you would like to know more about Pinpoint simply visit www.quill.co.uk or contact Andrew Sherwin on **0161 236 2910** or by email at andrew.sherwin@quill.co.uk

Expansion of UK based typists to cope with increased client demand

DictateNow have recruited more UK based qualified legal secretaries, increasing the team to 175 typists as a result of a rise in demand for outsourcing by existing clients and many new firms switching to outsourcing with DictateNow as a viable and cheaper alternative to the costs involved in employing their own secretaries.



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.

Did you know...

As a fee earner, you can email your dictations (in the event that your firm are not using the DictateNow software) for completion by our typists...

Send your work to:
dictation-inward@dictatenow.com

NEW!! COPY TYPING AVAILABLE...

With DictateNow's enhanced software, users and administrators have the ability to send copy typing to DictateNow for completion in much the same way as other dictations are sent.

For copy typing work, please email documents@dictatenow.com or contact DictateNow on **0845 601 7726**.

Meet the staff...



Cem Kumru, Technical Support

Cem is part of DictateNow's Technical Support team, assisting clients with any computer or software problems. With his calm confident manner, any technical problems are speedily rectified and clients can resume work free from worry. Cem's out of work interests include travel, football, reading and listening to music.

Quality Assurance Team appoints new member



With increased demand for DictateNow's outsourcing service, Allison Pile has been recruited to our Quality Assurance team, ensuring the continuance of the excellent standard of all DictateNow typed documentation and without any delays in return of typed files being encountered by clients.

We would like to welcome Allison to the team.

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