

## Welcome to the ninth edition of DictateNow's quarterly newsletter.

In this edition we have included news about **DictateNow's** attendance at the Legal IT Show together with details of additions to our Head Office staff team to assist with increased 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 on [www.dictatenow.com](http://www.dictatenow.com) and view the PDF brochures on the left of the page.

### **DictateNow** – UK's largest outsourcing company

**DictateNow** is now in its 8th year and is the UK's largest dictation outsourcing company. We now employ over 300 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 INVITED TO FISHER MEREDITH'S 35th BIRTHDAY PARTY

The award winning London solicitors firm Fisher Meredith recently celebrated its 35th birthday with a reception for staff and invited guests including **DictateNow**, its preferred dictation outsourcing provider. Managing Director of **DictateNow**, Garry Park, was the lucky winner of the birthday raffle and was the recipient of a case of champagne. Congratulations to Fisher Meredith and to Garry!



### DICTATENOW EXHIBITS AT LAW CONFERENCES THROUGHOUT THE UK

**DictateNow** has had a busy year to date attending Solicitors Law Conferences throughout the UK. In March, **DictateNow** was a return exhibitor to the annual Legal IT Show in London hosting a large stand and attracting visitors from the south of England as well as London based law firms. We welcomed existing clients and potential new clients to our exhibit.

In addition to attendance at the main Legal exhibitions, **DictateNow** staff/ brochures can be seen at law conferences at venues throughout the country. In May, **DictateNow** had a display stand at the Manchester Solicitors Conference and this month saw our Sales Team in Bristol at a 2 day conference for solicitors. It is always a pleasure to meet you and your colleagues so if you are a conference delegate, please seek out **DictateNow** and make contact with us.

the  
**SOLICITORS**  
group

## Useful to Know Our Service .....

**Average outsourcing turnaround:**  
(February - May) – 42 minutes

**Current software versions:**

**Author: 2.60**

**Transcribe: DictateNow Transcribe  
Version 4.97**

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

## DICTATENOW LAUNCH MEDICAL DICTATION SOFTWARE

**DictateNow's** innovative medical dictation software enables clients to undertake dictations in their surgeries and via their mobile phones if they are visiting patients. In addition, the current version of the software includes a NEW FEATURE – access to and the ability to read and if necessary amend a typed dictation despite being away from their surgery/office. Particularly useful for practitioners with multiple practices and who are always 'on the go', Please call Omer Duman for more information.

### USEFUL INFORMATION FOR CLIENTS EASTER HOLIDAYS/ROYAL WEDDING/SUMMER HOLIDAYS – LET DICTATENOW PROVIDE YOUR TYPING COVER

With the entire country benefitting from an abundance of bank holidays this year, many firms have suffered with backlogs in typing and/or staff members taking additional holiday dates. In such situations, many clients rely on **DictateNow** to cover their typing requirements to ensure the legal service which is provided by fee earners is not compromised by delays in typing. **DictateNow** work throughout bank holidays and peak holiday periods like July and August. If you or your firm could benefit from holiday cover for typing, simply outsource your dictations to **DictateNow** or please call Sinead on 0845 601 7726 to discuss installation of the **DictateNow** software. **DICTATENOW WORKING – HOLIDAYS, SICKNESS – WE ARE YOUR ONE STOP SOLUTION**

## PHILIPS INVITES DICTATENOW TO THEIR ANNUAL AWARDS CEREMONY

In April, key members of the **DictateNow** team were guests at the Philips annual Awards Ceremony which this year was held in Ware, Hertfordshire. As a prominent reseller of Philips dictation machines, **DictateNow** enjoyed Philips' hospitality of dinner and an overnight stay at the beautiful Hanbury Manor – a true celebration of the close business relationship between our two companies.

### What our clients say ... SUPREME COSTS



Supreme Costs Consultants have over 40 years experience with a proven track record of successful costs negotiation and drafting bills of costs. Supreme Costs Limited produce work of the highest quality. Their specialist experience shows every time, presenting complex issues clearly and resulting in excellent outcomes.

Carlos Cravioto, Senior Costs Draftsman at Supreme Costs Limited, uses DictateNow's outsourcing service, he says ...

"The dedicated Costs Typing Team at DictateNow have a first-rate knowledge of all aspects of costing work – from Points of Dispute and Statements of Costs to Client Billing, Scheduling, formatting etc.

We use DictateNow's outsourcing service as it offers us ease of use, cost effectiveness and flexibility.

I have found their support team extremely helpful and their quality typing provide an all round excellent service"

### Send Emails with RPost Registered Email services - Prove Delivery, eSign Contracts and Encrypt.

Why expose yourself or your clients to the risk that, after-the-fact, someone either denies receipt of an email that has consequence or commits you or your client – or even worse – produces a printed copy of an email with different content? It happens!



By sending RPost Registered Email messages you receive Legal Proof® records that enable you to prove, who said what to whom and when, prove the time of delivery, and the content, including attachments, of email notices.

RPost has set the global standard for email proof, privacy, and e-signatures offered as Registered Email® services. Installing the RPost Office software plug-in adds a "Send Registered" button to your email compose window in MS Outlook and IBM Lotus Notes. Apps are available for BlackBerry, iPad and RPost also recently launched RMail, a full featured browser based version. Each of the services allows you to maintain your current email address and preferred communications platform.

The plug-ins and apps take a few minutes to install, and the email recipient does not require any special software to receive/open/read/sign or securely respond to an RPost Registered Email message. Available in 8 languages.

Law firms and insurance brokers worldwide are protecting themselves and their clients against exposure by providing their lawyers, agents and clients with the capability of receiving an RPost Registered Receipt record for e-mail providing them with a higher proof of delivery than traditional courier and fax receipts/logs. Used daily by London based insurance and Law firms such as Speechly Bircham LLP and Butcher Robinson & Staples International. The U.S. Government has also used the services since 2003.

For information on pricing and free trials call Jane Hastings on 07808 789488 or [jhastings@rpost.com](mailto:jhastings@rpost.com). [www.RPost.com](http://www.RPost.com)

#### NEW STAFF! NEW STAFF! NEW STAFF!

**DictateNow** is continually expanding its staff to meet an increased demand for our services. The latest addition is Rebecca Mundy who has joined our Quality Assurance Team at our Head Office. A warm welcome to her and please feel free to contact her on the usual office number **0845 601 7726**.

## Did you know...

You can be alerted via email of the status of your sound file while it progresses through **DictateNow**. An automatic email can be generated when we receive the sound file, when it is allocated to a DN typist and when it is completed. The email notifications can be sent to the fee earner dictating, their secretary or an administrator. For more information please email [support@dictatenow.com](mailto:support@dictatenow.com).

#### FEEDBACK FORM

You can now provide feedback to **DictateNow** by clicking on [Click] next to Feedback on the grid on the notification of completion email. All feedback is gratefully received!

### MEET THE STAFF Taufique Ahmed – IT/ Technical Support



Taufique is a crucial member of the **DictateNow** IT/Support team. He is responsible for assisting clients with and troubleshooting any computer or software problems. With his background as Technical Analyst for Dell and B.T. Taufique will quickly resolve any queries and is happy to assist with installation of and training clients and typists. Out of work, Taufique is busy planning for his forthcoming wedding and if time permits he enjoys travel, football, F1 and listening to music.

### PRAISE FOR OUR HARD WORKING TYPISTS

As a client of **DictateNow**, you will no doubt be aware of our large team of UK based legally experienced typists who work tirelessly to assist in providing the fast, accurate and cost effective **DictateNow** service. Recent praise for **DictateNow's** typists' work by our clients includes: "Thanks very much and great job by the way. I am very impressed that this matter, which was not easy, was completed so effectively and within the timeframes requested..."