

Welcome to the seventh edition of DictateNow's newsletter

In this edition we have included news about DictateNow's recent birthday celebration at the Houses of Parliament, DictateNow's outsourcing partner, BigHand's acquisition of NFlow and 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 on 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 6th 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's 6th anniversary celebration at the Houses of Parliament

In March, DictateNow celebrated its **6th anniversary** in style, with a canapés and drinks reception at the prestigious **Houses of Parliament**. The event was hosted by one of DictateNow's clients, the **Rt Hon Keith Vaz MP** who



gave a short address and then escorted DictateNow's guests on an impromptu guided tour of the **House of Commons and House of Lords**. A fascinating, informative evening was enjoyed by all who attended and our thanks go to **Keith Vaz** for his hospitality.

Useful Information for Clients



Source for legal technology resources – TheKnowList

TheKnowList is a fresh new source for Legal Technology resources. Every 6 months the publication list the 30 'people to know' in the industry as well as publishing editorials on the latest hot topics. There is also an easy to use directory of leading solution providers and consultants designed to help law firms make informed business decisions. The KnowList has filled the gap left by the Law Society's Recommended Technology Suppliers booklet and DictateNow are a recent addition to this essential informative technology guide.

TheKnowList is now also published in electronic form online via **e-Know** on their website www.theknowlist.com.

Useful to know...

Our Service...

Average outsourcing turnaround:

(March- June) – 44 minutes

Current software versions:

Author: 2.54 **Transcribe:** DictateNow

Transcribe Version 4.74

DictateNow Insight: 1.05

Do you have the most recent version?

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

Dictatenow launch BlackBerry software



DictateNow's innovative software enables 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. Call Onder Duman for more information.

Voluntary Registration with the ICO



Information Commissioner's Office



Registration under the Data Protection Act is not actually required by **DictateNow** as we are not the originators of the data (dictations) which we handle.

However, by way of emphasising our adherence to data security, and in particular the conventions of the DPA (DictateNow takes data security extremely seriously), we have applied to the Information Commissioners Office for a voluntary registration under the Data Protection Act.

This has now been granted, and DictateNow has been given the registration number **2224785X**. If you have any questions regarding this, please contact **Garry Park**.

Expansion of UK based typists to cope with increased client demand

DictateNow have recruited more UK based qualified legal secretaries, increasing the team to over 300 typists. This is as a result of a rise in demand for outsourcing by existing clients and an increased number of new firms who are switching to outsourcing with **DictateNow** as a viable and cheaper alternative to the costs involved in employing their own secretaries. For a cost analysis comparing outsourcing to the costs of employing a secretary please contact **Anthony Blake**.



What our clients say ...

the **Howard League** for Penal Reform

Howard League for Penal Reform

Nathaniel Baverstock, Practice Co-ordinator at the Howard League for Penal Reform, whose solicitors regularly use the DictateNow outsourcing service says

“Our solicitors have appreciated the increased flexibility provided by the DictateNow typing service. Whether in the office, at home, or on the road visiting clients, our solicitors can always find the time to complete urgent work, safe in the knowledge that dictated documents will be returned in good time and in good order.

From a management point of view, this typing service would be a useful addition to any legal team, either as a primary secretarial resource or as a back up for busier times. With minimal start up costs, no monthly charges and no minimum usage policy, solicitors can use DictateNow as much or as little as they need, only ever paying for what they use – it really is a no-brainer.”

BIGHAND

ACQUIRE NFLOW



On 6 April 2010, one of DictateNow's outsourcing partners, BigHand, a leading voice productivity vendor in professional services, announced its acquisition of nFlow Software Ltd, a leading innovator in the provision of digital dictation technology and another DictateNow partner. Rob Lancashire, the new BigHand Managing Director UK Legal and Professional Services, commented 'The resources and infrastructure made available by this deal are striking and will enable us to deliver a range of benefits for nFlow users'. DictateNow are happy to reassure all BigHand and nFlow clients that our outsource service remains unaffected by this acquisition.

NEW STAFF! NEW STAFF! NEW STAFF!

With increased demand for the **DictateNow** outsourcing service, **DictateNow** have welcomed new members to our head office including **Anthony Blake** who has joined as an Account Manager and **Taufique Ahmed**, an addition to our Technical Support Team. They can both be contacted on the usual office number

0845 601 7726.

Did you know...

You can be alerted via email on 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.

Meet the staff...



Onder Duman – IT Technician/Technical Support

Onder is a part of DictateNow's IT and Technical Support team, developing improvements to the DictateNow software and assisting clients and typists with any computer or software problems. He has been instrumental in the development of the DictateNow Blackberry outsourcing module. Onder's friendly, methodical and thorough approach to technical issues means that clients ask for him by name as a first point of contact to resolve problems speedily. Away from work, Onder loves to travel, enjoys sport and socialising.

Conversion of analogue tapes

DictateNow undertake large volumes of interviews/meetings including PACE interviews that have been recorded on analogue tapes. **DictateNow** are able to convert these to a digital format, then transcribe and return as normal. For more information please contact **Taufique Ahmed**.