

Welcome to the tenth edition of DictateNow's newsletter.

In this edition we have included news about DictateNow's nomination for the Know List awards, the launch of our two new offices and DictateNow's expansion into Scotland. We also have our regular snippets of news including our tips, our 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.

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 325 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.

NEW SRA HANDBOOK 2011 – HAVE YOU COMPLIED???



On 6 October 2011 the new SRA Handbook 2011 came into effect and with it, the need for legal firms as a whole and each individual member of staff (fee earners and support staff) to comply with the new Outcome Focused Regulations. As your preferred dictation outsourced provider, we at DictateNow are both aware of and fully compliant with the Outcome 7.10 of the new Handbook regarding outsourcing legal activities or operational functions. Our amended Terms and Conditions which incorporate at section 10 the facility for the SRA or its agents to obtain information from, inspect records of and enter our premises in relation to your outsourced transcriptions. In addition, DictateNow's standard Confidentiality Agreement in relation to our dealings with your firm reflects the conditions outlined in the SRA Regulations.

All DictateNow staff have received appropriate training and will use best endeavours to comply with any request by the SRA regarding information on outsourcing of legal dictations to DictateNow. However, let us help you to meet all requirements for the changed SRA Handbook and its Outcomes. Please contact maxine@dictatenow.com for any further information.

Useful to Know

Our Service

Average outsourcing turnaround:

(August- December) – 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.

NEW TELEPHONE SYSTEM AIDS CUSTOMER SERVICE

For those clients who regularly use DictateNow's client services, Quality Assurance and IT Support networks, you may have noticed our enhanced and improved telephone system which has recently been installed. We hope that the new service will reduce call waiting time and enable you to direct your call efficiently to the right department so as to improve our client service.

DICTATENOW IS NOMINATED FOR KNOW LIST AWARDS



In December, DictateNow was thrilled to be nominated and then shortlisted for Best Customer Service in The Know List annual awards. The Know 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. The Know List itself provides information for the legal community on resources and technology. The Know List awards are in their 3rd year and continue to be the premier event for the legal technology community. DictateNow are a newcomer to these awards as this was the first time the company had been nominated for an award. Although we were not a winner, we were thrilled to be shortlisted among such large established companies and look forward to success in 2013! DictateNow would like to congratulate all award winners!

DIGITAL DICTATION OUTSOURCING ACROSS DIFFERENT SECTORS

Did you know that DictateNow offers digital dictation transcriptions to FTSE 100 companies, property companies and HR departments to name but a few? Our qualified experienced secretaries span a range of expertise. We welcome referrals from all types of companies and individuals and all areas of business. Why not recommend us to a friend? Please contact annie.downes@dictatenow.com for more information on client referral.

DICTATENOW EXPAND ITS OPERATIONS TO SCOTLAND AND LAUNCH 2 NEW OFFICES

The continued growth of DictateNow has seen new clients using DictateNow's services in Scotland. Although the rule of law is different in this part of the UK from England, Wales or Northern Ireland, use of templates or case management systems together with DictateNow typists based in Scotland means that transcriptions can be undertaken seamlessly. In addition, to cope with increased demands, DictateNow has opened 2 new offices in Manchester and Belfast. Our local offices can assist with any queries or questions which you may have but our main operations and client services should still be contacted on 0845 601 7726.

LAUNCH OF NEW DICTATENOW WEBSITE

Have you viewed the DictateNow website recently? In November, we launched our new and improved website www.dictatenow.com. With modern graphics and new photos, the website showcases the full range of services and industries in which DictateNow operate. Take a look – we are sure you will find some information of interest!



What our clients say ...

lewissilkin

Lewis Silkin LLP is a 58 partner commercial law firm based in the City of London and Oxford. The firm specialises in employment, brand management and real estate and development; they are renowned for their 'rather more human' approach and pride themselves on an unstuffy attitude

Penny Newman Director of People & Knowledge at Lewis Silkin says; *"I have used DictateNow myself and found the turnaround times very good and the accuracy and quality of the typed dictations are excellent. You soon get to know who is picking up your work and it is usually the same person. One of our most demanding fee earners now uses the service and we have been able to go from being unable to satisfy his need for secretarial support to a situation where he writes emails to DictateNow complimenting the service. I would most definitely recommend DictateNow to other firms."*

REGIONAL CELEBRATION FOR DICTATENOW'S VALUED TYPISTS



With DictateNow's qualified legal typists being located across the UK, we are once again playing host to a number of regional lunches to enable us to meet face to face with valued members of our team and for typists to share ideas of good practice. Our post Christmas regional lunch for the Home Counties was held on the borders of Hertfordshire/Essex at the beginning of January. It was lovely to see so many familiar faces and a great time was had by all.

COPY TYPING

Do you need documents copy typed rather than transcribed from a sound file? All attachments and documents to be typed are encrypted with password protection. Passwords are provided at random for each copy typing job to ensure complete confidentiality and security in line with all work outsourced to DictateNow. For more information on copy typing, please contact Taufique on 0845 601 7726.

Did you know...

ARE YOU USING YOUR DICTATENOW ADMIN PORTAL EFFICIENTLY????

Have you seen the new and improved DictateNow Admin Portal? It enables both fee earners and secretaries alike to monitor workflow by keeping an eye on the number of jobs completed and minutes typed each day. Do not be left in the dark about your dictated files -once you have finished dictating a job/ your daily work, you can use the Admin Portal on the DictateNow software to monitor progress of individual dictations or your secretary's workload/efficiency. If you require further information about the facilities on offer in the Admin Portal, please contact Onder Duman at onder.duman@dictatenow.com

MEET THE STAFF



Juliette Sanderson – Quality Assurance

Juliette is a central figure in DictateNow's Quality Assurance team, liaising between clients and DictateNow typists to ensure typing requirements are understood and implemented fully. With her legal background, she assists all parties to ensure accurate, quality transcriptions are achieved whether through use of templates or the application of case management systems within the DictateNow service, as many clients incorporate CMS into their office structure. In her free time, Juliette loves to travel, recently returning from Sri Lanka. She also enjoys socialising, reading and music.