

Welcome to the eleventh edition of DictateNow's newsletter.

In this edition we have included news about changes in Legal Services, **DictateNow's** expansion into Scotland and the launch of our new iPhone and Blackberry apps. 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 and transcription 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 9th year and is the UK's largest dictation outsourcing company. We now employ over 350 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.

ABS - LEGAL SERVICES ARE CHANGING – ARE YOU?

You are no doubt aware that you no longer need to be a lawyer to own a law firm. Alternative Business Structures are here. To assist your firm to compete with these new legal service providers, law firms are seeking to maximise fee earners potential and reduce costs. **DictateNow** are on hand to help your firm. Let us help your firm change the way you work – outsource your typing requirements to **DictateNow's** legally experienced typists and improve the service which you provide to your own clients. No more backlogs and delays in typing and your administrative staff and secretaries can be redeployed as paralegals with their own caseload and fee earning capacity. Please contact us for a competitive quote on 0845 601 7726

DICTATENOW IN THE NEWS

Have you seen the latest articles in the legal and business Press about **DictateNow**? From a feature in the Law Business Review to a blog on the sourcingfocus website, **DictateNow** and the benefits of our services have been highlighted to a range of different readers and magazine subscribers. All articles/blogs can be read in full on our website www.dictatenow.com which changes each month. Please feel free to provide us with feedback on any articles you have read by emailing Maxine@dictatenow.com.

Useful to Know Our Service

Average outsourcing turnaround:

(August - November) – 42 minutes

Current software versions:

Author : 2.60

iPhone : 1.05

BlackBerry : 1:0:57

Transcribe: 4.97

Do you have the most recent version?

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

DICTATENOW ACHIEVE ISO27001: 2005 ACCREDITATION

Security and confidentiality has always been at the core of **DictateNow's** business, in line with this we have recently achieved the ISO27001 accreditation.

DICTATENOW HAVE MOVED



With new clients joining

DictateNow weekly we have

moved to new offices large enough to accommodate the growing team needed to service our clients effectively. Our new office at **DictateNow** House, 2 Delta Court, Manor Way, Borehamwood, Hertfordshire, WD6 1FJ will still be a "closed office" due to the confidential nature of work we undertake. However in line with Outcome 7.10 of the SRA Handbook that came into effect on 6th October 2011 we have the facility for the SRA or its agents to obtain information from, inspect records of and enter our premises in relation to outsourced transcriptions. Our telephone number and email contact details remain the same.

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 IN SCOTLAND



DictateNow exhibited at two conferences recently. Firstly, at the Solicitors Group's inaugural conference in Scotland at The Grand Central Hotel in Glasgow. This was a perfect opportunity to meet new and existing clients north of the border. As the rule of law in Scotland is different in this part of the UK from England, Wales or Northern Ireland, we are increasing our

Scottish team to cope with the demand. Our regional account manager Brian Middleton looks after our clients' interests in Scotland.

On the suggestion of one of our clients, we also supported the Criminal Law Solicitors Association's annual conference in Westminster where the key note speaker was Peter Lewis CB, Chief Executive Crown Prosecution Service

What Our Clients Say :

Mike Orton, HR Director of Ince & co whose fee earners from their UK and overseas offices use DictateNow's service says;

“ *Ince & Co looked to replace our existing outsource provider as we had a need for a better transcription service. We have found that the quality service DictateNow provide has addressed this issue.*

One of the key differentiators between DictateNow and the other firms we looked at was the ability to track the progress of the work through their Admin Portal; fee earners can access DictateNow's system to check the status of typing of a dictation. Another attractive feature is the ability to have direct contact with the typist who is handling the work by telephone or email if necessary.

We are happy to recommend DictateNow to other firms”

INCE & CO



JENNINGS

Costs Consultants

Surviving Costs Management

Like it or not, costs management is coming to a Court near you on 1st April 2013. Pilot schemes are already running in defamation proceedings and in the Birmingham TCC and Mercantile Courts.

The essence of the scheme is that parties will exchange budgets, to be either agreed or approved by the Court which will manage the costs as the case progresses. The Court on assessment will not depart from a budget without good reason.

So far there are two reported cases. In Henry –v- News Group Newspapers LTD [2012] EWHC 90218 (Costs), the Defendant's conduct was not a good reason to justify an overspend of nearly £300,000 where the Claimant's solicitors had not given notice that the budget was being exceeded. Professor Dominic Regan reports that an appeal has been fast-tracked. However, it is difficult to see the Court of Appeal retreating on costs management. In Safetynet Security –v- Coppage & Anor [2012] EWHC B11 (Mercantile), a claim for breach of a restrictive covenant, the Claimant filed a budget of £25,000 and was awarded £24,000 or 96%.

Both of these cases show that it will be more essential than ever to monitor costs throughout the duration of any claim. It is the well-organized firms who will profit from costs management. The key will be fee earners accurately recording the time spent in a manner which lends itself to filling in the precedent budget. The penalties for failure may be swingeing but the rewards for compliance may be accelerated recovery of a very high proportion of costs.

If you would like to know more about costs management, the team at Jennings Legal would be happy to speak to you on 0870 7777 100.

DICTATENOW iPhone, Blackberry and Android – Bring Your Own Device

Have you downloaded our latest apps? No matter what your choice of mobile technology, **DictateNow** can assist you whether in the office, at court, on a client visit or even working at home. The DictateNow iPhone and BlackBerry apps have proved incredibly popular with our busy clients, with thousands of dictations being sent to us each week via the apps, an app for the Android market is now under development. The DictateNow apps allow you to dictate from your choice of location, upload the dictation and work typed by one of the DictateNow typist team will be ready for you by the time you reach your desk or office. DictateNow's iPhone app recently featured in an article by Charles Christian in the Orange Rag. For further information on this and our existing apps please contact DictateNow or view the article on our website www.dictatenow.com/news



MEET THE STAFF
Michael Philips
– DictateNow
Training and Support

Michael is a key member of our team, working closely with both the IT and QA teams and liaising between clients and typists to provide IT support and to ensure training on different case management and document management systems are completed quickly and efficiently. With his years of experience in customer training and support and his calm reassuring manner, Michael has won much praise from all parties. Outside of working hours, Michael enjoys socialising, football and music.

FORMS TYPING

Alongside typing of a vast range of documentation from standard letters to reports, witness statements and briefs to counsel (to name but a few), DictateNow are available to type your legal forms and format files. Please contact our IT team for further information on support@dictatenow.com