

Dictate NOW NEWS

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

ISSUE TWO - OCTOBER 2007

Welcome to the second edition of DictateNow's quarterly newsletter

In this edition we have included news about the final of the Parliamentary Tiffin Cup 2007 which DictateNow sponsored, our new partnership with Big Hand and new digital dictation equipment which is available for client purchase. We also have our regular snippets of news including tips, a client's testimonial on the DictateNow service and our meet the staff section.

DictateNow – UK's largest outsourcing company

DictateNow is now in its 4th year and is the UK's largest dictation outsourcing company. We now employ 85 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. For further information, please call **Annie Downes** at DictateNow on **0845 601 7726**, or visit our website on **www.dictatenow.com** and view the PDF brochures on the left of the page.

DictateNow at the Tiffin Cup 2007 Awards



Following the successful launch of the Tiffin Cup 2007 in April this year, DictateNow, as sponsors of the annual event, attended the final. Keith Vaz MP is a DictateNow client and one of the organisers of the event, which raises money for charity (this year's chosen charity being Chance to Shine - improving sport/cricket in school and ROKO Cancer Appeal).

The annual competition brings together MPs and their constituents in a celebration of Asian cuisine. Following nomination by 60 MPs and their constituents of their favourite South Asian restaurant, a panel of MPs, having sampled food at each of the restaurants, whittled down the selection to 10 finalists who competed in a final cook in at the House of Commons on 17 July 2007.

The final judging panel, which included celebrity chef Ainsley Harriott, had the opportunity to sample cuisine from each of the finalist restaurants while MPs,

DictateNow and their guests were served a wonderful buffet of Asian cuisine and had the opportunity of purchasing a mini Tiffin to raise money for the chosen charity.

Ed Milliband MP and Cabinet Minister, presented a beautiful cup to the lucky winner, The Bekash Restaurant of Romford Essex nominated by MP

Andrew Rosindell. The winning MP was also afforded the opportunity to nominate a charity of his choice to whom DictateNow would provide free of charge a bundle of dictations. DictateNow's Managing Director, Garry Park says: "We were thrilled to be able to sponsor this year's Tiffin Cup and have the opportunity to participate in the event. We work closely with our MP clients to ensure efficient cost effective typing of Parliamentary and constituency correspondence".



Ed Milliband MP, Ainsley Harriott, Tiffin Cup Judging Panel, and winners.

Useful to know...

Our Service...

Average outsourcing turnaround:

(May - September 07) - 39 minutes

Current software versions:

Author: 2.08 Transcribe: DictateNow Transcribe 2008 version 4.07

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

Future Enhancements:

DictateNow's new partnerships sees integration of DictateNow software into **BigHand** and **Nflow** enabling clients from both these companies to benefit from DictateNow's outsourcing service.

New DictateNow Transcribe 2008 Software

Whether you are outsourcing or sending dictations to your own secretary, DictateNow has a new enhanced version of its typist software ready and waiting for you! It utilises Microsoft's new ribbon technology as used in Office 2007.

New Charging Structure for Dictations

We have changed the way we charge you for typing - our outsourced typing is based on a per minute of dictation time with no minimum monthly cost. The more minutes of dictation that your firm sends for typing, the lower the cost for all users! Our Sales Team would be happy to provide you with more information - **0845 601 7726**.



Ainsley Harriott with some of DictateNow's Typists

DictateNow New Data Centre

Over the past 3 1/2 years, DictateNow has achieved a 99% uptime with our servers – meaning that the service is available to clients at ‘almost’ every time of the day and night.

As good as this figure is, we are constantly improving the system to give our clients a better experience and less problems. As part of this program, over the last weekend of September, DictateNow has gone live with two new data centres, running state of the art equipment. We operate a network of high performance servers, processing both outsourced dictations and clients’ in house dictations, on behalf of 450 firms. It also handles DictateNow’s 85

typists, and several hundred in-house secretaries amongst our clients.

Behind the servers runs Microsoft SQL server as the back end database. All servers run RAID 5 configuration, meaning if a hard disk fails, the disk is hot swapped, with no loss of data, and without the machine being turned off.

Since the new data centres went live, we have achieved **100% up time!**

What our clients say...

Peter Sloan, a regular user of DictateNow, has nothing but praise for DictateNow’s outsourcing service...



“ We really have benefitted enormously by using your service. We do not work conventional hours (having weekends and Bank Holidays off!!) and it is just so convenient to have a service that works with us and supports us with such efficient secretarial support. The turn around time and accuracy of the work that is produced is excellent and all of this without having to increase our office space. We can say without a doubt that by using your service we have been able to be more productive, which provides the opportunity of using our time more efficiently, in turn allowing our firm to be able to concentrate on our clients individual needs; an element of our service that has not gone unnoticed by our clients. ”

NEW!! Extended range of Philips and Olympus dictation machines

Are you thinking of changing your dictation machine or do you have additional staff who are in need of digital equipment? Do you need a mobile dictation machine? We have extended the range of digital dictation machines on offer...

The **Philips 9600** mobile machine has a new ergonomic design, it is fast charging, with a large graphic display and is supplied with a docking station.

Olympus offer a range of handheld mobile machines – **DS2300**, **DS3300** and **DS4000** – choose a machine that suits you and your budget!!

SPECIAL AUTUMNAL OFFER – 10% OFF ALL DICTATION EQUIPMENT

With Autumn finally upon us and Christmas fast approaching, everyone is looking to save money. We at DictateNow want to help so we are offering 10% discount on all digital dictation equipment from now until November. Why not take advantage of our generosity NOW!!!

Call Annie Downes on 0845 6017726 for more information.



Did you know...

You can add your own templates...
By clicking on **SETTINGS / TEMPLATE MANAGEMENT** you can add new and amend your existing templates.

You can now have your dictation emails encrypted...
DictateNow has developed a highly secure 2048 bit email encryption system. Call for details.

Meet the staff...



Sinead Halligan, Client Liaison

Sinead is your first point of contact at DictateNow, greeting clients and answering their queries. She assists in installation of software both for fee earners and secretaries. Sinead’s out of work interests include her son, Mykee and time permitting, socialising and music.

Purchase a Dictation Pack and SAVE MONEY!!

Are you a regular DictateNow user?
Are you benefiting from our discounted pack price for dictations?

Purchasing a dictation pack of outsourced dictations in advance makes sense. A pack of dictations can be used by everyone in your firm and can be purchased for any number of months in advance offering you considerable savings. Just select the most suitable level of dictations for you!!

Call DictateNow for more details

DictateNow’s new partnership with bigHand

DictateNow, the No.1 outsourcing company has partnered with BigHand - the No.1 supplier of digital dictation systems to the top 100 UK law firms. DictateNow is able to undertake outsourcing work for BigHand clients seamlessly within the BigHand system. Call Annie Downes at DictateNow for details.

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.