

Dictate NOW NEWS

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

ISSUE 4 - OCTOBER 2008

In this fourth edition of our newsletter...

In this edition we have included news about DictateNow's new improved Quality Assurance Team, our championing of top City firms' private commercial work and of Legal Aid practices. We also have our regular snippets of news including tips, a 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 in its 5th year and is the UK's largest dictation outsourcing company. We now employ over 150 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.

bigHand User Conference

David Fryer the CEO of Bighand and his panel which included Chris Bull (COO of Osborne Clarke), Mary Fleming (Associate AGM, WWL NHS Trust), Paul Lowe (Director of Operations, Darbys) and Stuart Brain (Principal Consultant BDO Stoy Hayward) held a very interesting interactive session on 'Trends in Outsourcing' – notably dictation outsourcing, a topic of great interest to all BigHand and DictateNow users.

It was a great chance for DictateNow to get together with our existing clients and meet solicitors who are still

DictateNow's partnership with BigHand continues to go from strength to strength and at the end of September DictateNow attended the BigHand User Conference at the Cumberland Hotel London W1.



considering a dictation outsourcing option. It was an ideal opportunity for potential users to see how seamlessly BigHand integrates with DictateNow and how cost effective outsourcing with DictateNow can be while still sustaining quality typing.

DictateNow sign up record number of Top 100 Firms

The past quarter has seen DictateNow sign up a record number of City and top 100 law firms bolstering our private client base/private commercial work and bringing on board over 1000 fee earners who use DictateNow on a regular basis.

Useful to know...

Our Service...

Average outsourcing turnaround:

(May - September 08) - 42 minutes

Current software versions:

Author: 2.32 Transcribe: DictateNow

Transcribe 2008 version 4.32

DictateNow Insight: 1.05

Do you have the most recent version?

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

Future Enhancements:

DictateNow are currently working with **IRIS** to enable integration of LaserForm with the DictateNow software enabling clients to dictate a whole host of forms in a range of areas of law and simultaneously benefit from DictateNow's outsourcing service.

Quality Assurance Success

The recent expansion of our Quality Assurance team has raised the standards of



all DictateNow typed documentation to an even higher level without any delays in return of typed files being encountered by clients. Any queries regarding quality issues please contact Abrar Khan, the Head of our Quality Team.

DictateNow assisting Legal Aid Firms



DictateNow fully understands the financial constraints imposed on solicitors working under the Government's Legal Aid/Financial Assistance schemes. As a result DictateNow work with many firms of solicitors to help reduce their transcription costs without in any way lowering the quality or turnaround time for typed dictations.

If your firm handles Legal Aid work, please feel free to contact us to discuss how we can help you provide a cost effective service to your clients.

Increased Evening and Weekend Typing proves to be a hit...

More and more DictateNow clients are taking advantage of our evening and weekend typing service.

With this DictateNow service, you can be out of the office at meetings for all or part of a day, return to the office at 4pm, then complete your day's dictations and submit these files to DictateNow. With typing undertaken until midnight on weeknights (and later upon request) and during the day on weekends, completed typing will be returned to you when you reach the office next morning or if you choose to log in to your computer, later the same evening.

This service has proved to be extremely useful to many clients as a cost saving and time efficient service.

What our clients say...

Leading London specialist legal aid practice, **Hereward and Foster** are thrilled with the benefits which they are deriving from widespread use of the UK based DictateNow outsourced transcription services.



With legal aid firms working on ever decreasing margins but still looking to maintain access to justice for clients, DictateNow allows Hereward and Foster to keep fixed legal costs down but at the same time to receive a fast, efficient and reliable typing service. The firm rely on DictateNow providing experienced legal secretaries with high quality typing.

DictateNow attend nflow user Conference

DictateNow recently sponsored and was a keynote speaker at our partner, nFlow's annual user conference. nFlow clients had the opportunity to hear information about DictateNow's wide ranging services and ask questions about integration into their office systems.



NEW!! DictateNow software administration feature...

...with DictateNow's enhanced software, users and administrators have the ability to monitor the workflow of individual typists and typing pools. They can also generate reports to show work allocation, what documents have been typed and by who!! Reports can be displayed in figures, graph form or bar chart.



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.

Did you know...

As a fee earner, you can set up the names and addresses of contacts with whom you correspond regularly in your DictateNow software to save time, cost and effort required in repeated dictation of these details.

You can personalise your correspondence...

In the DictateNow software we have established 100 bookmarks which automatically insert information into letters without any dictation by the fee earner. Choose from letter date, telephone and fax details etc and letter openings/endings. Please call DictateNow 0845 601 7726 for a full list of bookmarks which are available or to obtain your own copy of bookmarks.

Meet the staff...

Maxine Park
Senior Administrator



Maxine is DictateNow's Senior Administrator, liaising with clients and typists to ensure the smooth operation of the DictateNow operation. She is the link between DictateNow's technical team, sales department, accounts and is responsible for all personnel. Her calm, welcoming and approachable manner means both staff and clients concerns are dealt with efficiently.

Maxine's out of work interests include walking and flower arranging and time permitting socialising and listening to music.

DictateNow appoint Consultant for the North

DictateNow has appointed **Mike Rust** as a consultant to head up the marketing division in the North.

As a solicitor with many years of legal experience Mike is a welcome and valued new addition to our team.