

Dictate **NOW**

UK-based Outsourcing Service

**Totally secure and
confidential**

**ISO 27001 and
ISO 9001 accredited**

**Full document
production service**

45 minute turnaround

**7 days a week
including evening
typing**

**No monthly
commitment - pay as
you go**

Mobile apps

**100%
UK-BASED
TYPISTS**



Who we are

DictateNow is the country's leading digital dictation and transcription service provider. Whether you are new to the concept of outsourcing or a regular user, we have much to offer, to help you work smarter, not harder.

We can get you started with dictation, supplying the latest equipment and software to help organise your workflow. Alternatively, we can integrate our system to work seamlessly with your dictation software and be ready if you need us.

If your secretarial resources are stretched due to under-staffing, sickness, holiday or a growing workload, we have hundreds of qualified secretaries, all based in the UK, on hand to transcribe your words into documents.

We do not insist on a contract, or minimum monthly fees. Our service is offered on a 'pay as you go' basis; you only pay for the resources you use, when you need them. Using DictateNow ensures you do not pay for holidays, coffee breaks or sick days and our flexible pricing plans meet the requirements of high volume users or those with occasional needs.

We return 99% of transcriptions the same day, with the normal turnaround time for an average dictation at just 45 minutes. You can deal with the same secretaries and we can build dedicated teams to ensure we really do become an extension of your own team.

Our typists are available all hours of the day or night, including evenings and weekends, ready to deliver a fast efficient service, that is reliable, accurate and confidential.

If you are new to the concept, we offer a free, no obligation trial, so you can experience the benefits of our top quality service. There is no need to invest in any equipment, simply download our Mobile app and turn your smartphone into a dictation machine.

The whole process is easy to use and makes our vast secretarial resource available to you at any time, helping you turn wasted hours into valuable time. And remember, the average person talks seven times faster than they can type, so imagine how much work you can get through in a 45 minute journey.

“We can get you started with your dictation.”

Why choose DictateNow?

The security and confidentiality of your work is as important to us, as it is to you. Our ISO 27001 and ISO 9001 accreditations stand testament to the standards we strive to maintain.

We have hundreds of qualified secretaries spread throughout the UK, all of whom are experienced legal or medical secretaries, used to working with confidential information. Our bespoke software ensures no work can be saved to a local computer, guaranteeing the security of your data.

As a true extension of your internal resources, we can also work entirely within your case/document management system, providing a totally integrated solution, ensuring work never leaves your servers.

Our unrivalled service extends beyond digital dictation, transcription and outsourcing, to include, document production and formatting, copy typing and transcription of multi-voice recordings.

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What we offer in brief

Reliable, confidential, accurate service with fast turnaround times.

ISO 27001 and ISO 9001 accredited

Over 300 UK-based qualified legal secretaries offering 24/7/365 support



No contract, no monthly fees, no minimum spend
Pay as you go

Free trial

Mobile apps

How it works

There are two different options available:

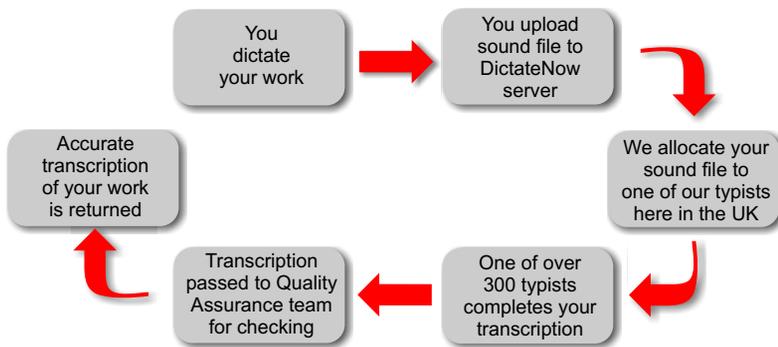
1. **Outsourcing** – for those without secretarial support, or those looking for an overflow service to manage holidays/busy periods, DictateNow Outsourcing allows you to outsource your transcriptions to us.

You can send your work to our secure servers using your existing dictation system for our experienced typists to transcribe. Alternatively, you can use our Mobile app to upload files on the go, wherever you can connect to the internet.

DictateNow are partners of and compatible with bigHand, Winscribe, Philips and Olympus so you can use your current digital dictation system in conjunction with DictateNow Outsourcing to take advantage of our efficient cost effective transcription service.

There is no interruption to your workflow and you can focus on your workload, safe in the knowledge your typing will be returned quickly: 99% of transcriptions are returned the same day, typically within 45 minutes.

This ability for an overworked secretary to outsource work and prevent a backlog helps reduce stress levels within the office and keep workloads at a manageable level for the size of your internal resource.



2. **DictateNow Office** – if you already have your own secretarial support but are still using tapes, you can install our software, DictateNow Office to help improve the sound quality of your dictations.

One major benefit of digital dictation is being able to send dictations to any available typist within your firm, or if they are busy, away or off sick, you can send your sound files directly to us and our large team of UK-based experienced secretaries.

Integral to DictateNow Office is the ability to outsource should you wish to. Switching a dictation from an internal typing pool or secretary to a DictateNow typist can be facilitated with one click of the mouse, ensuring there are no delays to your typing.



When you upload work to our system, you can tell us how urgent it is, when you need it by or any special requirements you may have; you can even talk to our typist before they begin transcribing your work.

Before work is returned to you, it will be passed to a member of our in-house Quality Assurance team, who will ensure we maintain the high levels of accuracy and quality on which our reputation is built.



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Benefits

Outsourcing is 40% cheaper than employing a secretary

No salary or National Insurance costs and no pension, bonus, holiday or sick pay. No time wasted on convenience breaks

No office space costs, furniture, IT and telephone costs

Low start-up costs and competitive typing rates

You can dictate anywhere and everywhere to use your time more efficiently

No delays, with 99% of transcriptions returned the same day and an average return time of 45 minutes

Things to remember

Whether you are considering digital dictation for the first time, or you are an experienced user, there are compelling reasons why DictateNow is the leading choice for digital dictation, transcription and outsourcing services.

Our service is designed to suit your needs:

- ✓ Hundreds of typists, all based in the UK
- ✓ Service is available 24/7/365
- ✓ 99% of transcriptions are returned same day
- ✓ Typical turnaround for average dictation is just 45 mins
- ✓ We are ISO 27001 and ISO 9001 accredited
- ✓ Our service is secure and confidential
- ✓ We can work directly in your systems, with your templates & forms
- ✓ Flexible pricing to suit high volume users and occasional users
- ✓ Outsourcing is 40% cheaper than employing a secretary
- ✓ No monthly fees, no minimum charge, no contract - pay as you go
- ✓ Copy typing and advanced document production

The DictateNow system integrates seamlessly with all major digital dictation platforms, including bigHand, Winscribe and Philips.



Our Mobile app turns your smartphone into a dictation machine and allows you to send dictation from anywhere, helping you use your time more efficiently.

Try for free

If you are still not convinced, remember we offer a free, no obligation trial to show you how easy our system is to use. It will show you the benefits of typing less and talking more; you will get more done and do it more efficiently.

If you would like any further information, more details of the free trial, or would just like to start using this great service, please get in touch today... it really is that easy.

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But don't just take our word for it...

"DictateNow offered a better, more reliable transcription service that delivered the level of support our fee-earners needed, combined with a seamless integration into our operation that engenders confidence and removes the pain."

Mike Orton

Director of HR at law firm **Ince & Co**

"The quality and accuracy of the typed dictations are excellent. Our work is often picked up by the same typists, who know their way round our systems and our 'power dictators'; they really feel an extension of our team, rather than an external service provider."

Penny Newman

Director of People and Knowledge at law firm **Lewis Silkin**

"We chose DictateNow as they offer a hosted server system, which considerably reduced the implementation cost. The easy to use software has the added benefit of enabling us to outsource when our secretaries are absent or busy, ensuring the council maintains excellent standards."

Anil Gupta

Legal Business Manager at **Wandsworth Borough Council**