



Keoghs

No excess for law firm transcription service

Keoghs provides defendant legal and handling services in connection with general insurance claims. A leader in the UK market, it is the only 'Top 50' law firm to focus exclusively in this area. This award-winning legal services business employs more than 1,000 people, working from 8 different sites.

The Challenge

Keoghs has the experience, expertise and capacity necessary to ensure the efficient and cost effective resolution of the vast majority of general insurance claims, but constantly reviews its working practices to ensure its class-leading service delivery is maintained.

In 2013 the decision was taken to undertake an internal review throughout the firm, to assess what options were available to deliver best-in-class support services, to help maintain the productivity and efficiency of fee-earners. One area of the service identified as requiring additional resources was that of digital dictation and transcription, the majority of which was undertaken in-house at the time of the review.

Keoghs decided to pursue the outsourcing option, rather than add to their own headcount, given the difficulty in predicting the future workloads associated with the insurance work they undertake. Assessments of the services on offer by a number of leading providers were made and DictateNow was invited to be part of a competitive tender process.

The Solution

Following the tender, DictateNow was selected as the preferred partner to work alongside Keoghs existing support team, with three main reasons cited for the choice: our focus on the quality of work produced; the speed of service; and the competitive prices provided.

The dictation is sent from Keogh's BigHand platform with the work being typed on templates and returned via the secure DictateNow portal. The excellent working relationship between DictateNow and Keoghs ensures our typists are regarded as an extension of their in-house resources, more than an outsourcing partner. The bespoke DictateNow Office software allows Keoghs to accurately monitor the number of digital dictation files and when the typing support unit are too busy to meet the required delivery times, work can be automatically routed directly to DictateNow, to take advantage of our large pool of typists, spread throughout the UK.

Keoghs place huge importance on confidentiality and data security, requiring suppliers to be ISO 27001:2013 certified, ideally with a UKAS accredited body, that ensures the highest standards are reached and maintained.

The Benefits

Our service ensures Keoghs can concentrate on their core activities, safe in the knowledge that we have the necessary resources to meet their demands in busy periods, without having to pay for under-used secretaries, during quieter times. To quote one Keoghs partner: "We are now 6 months in and they have transcribed all of the digital dictation, at the highest levels. I look forward to the next 6 months and onwards and would recommend them without question." We couldn't have put it better ourselves.

"DictateNow did exactly what they said they would do. Their service has delivered in all aspects; quality, speed and cost - all nailed. Their account management and responsiveness to any issues are excellent."

Steve Lees
Partner

In Brief

UK-based typists providing support 24/7/365

Co-sourcing with dedicated typing teams

Pay-as-you-go, no minimum monthly spend

Turnaround typically 45 mins, inc. quality check

ISO 2700:2013 certified by UKAS accredited body

**Dictate
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