



HADLEY KYTE & CO



Surveyors build case for mobile dictation

Hadley Kyte and Company is a small partnership of Chartered Surveyors established in 1990. The business has an extremely impressive track record, based upon offering a personal and professional approach to clients throughout Greater London, backed by an unusually wide range of professional services, all undertaken by the same team.

The Challenge

As with most small businesses, efficiency is the key to success. Spending a lot of time out of the office, meeting with clients and undertaking valuations, property assessments, rent reviews, building surveys etc., creates work for the team at Hadley Kyte & Co., but can lead to a lot of time spent typing on their return to the office.

A solution was sought that would allow reports to be dictated on the go, with sound files sent for transcription by typists in the office, before the individual that had dictated them returned. It was decided that the ideal solution would also include external resources that could undertake the transcription when demand proved too great for the office based typists or they were busy with client care work.

The Solution

The combination of the DictateNow Admin Portal and Smartphones enabled with our latest digital dictation app provides a powerful tool to dictate reports, notes and assessments as they happen, out of the office. A few minutes spent editing the sound file on the Smartphone, before sending ensures the transcription will be turned around quickly and cost-effectively with prices based only on the length of the recording.

The Admin Portal allows Hadley Kyte & Co., to track the progress of each transcription through our system, on its journey from secure server to typist and quality assurance team to encrypted return, with priority given to those files marked urgent. However, our large pool of UK-based typists ensures all work is typically returned within 45 minutes – it is all urgent to us.

The DictateNow typists can work directly within the systems of a business to ensure work of a highly sensitive nature never leaves their own servers, with a dedicated team of typists assembled to undertake regular work on a co-sourcing basis; an approach proving popular as more businesses seek greater efficiency, whilst keeping costs under control.

The Benefits

Speed of response is critical to businesses like Hadley Kyte & Co., helping them maintain the excellent client service for which they are renowned, with this efficient, pay-as-you-go service helping improve productivity with transcriptions often ready for use on return from site. Our service provides the necessary speed of transcription, with the level of accuracy that ensures little or no time need be spent by Hadley Kyte & Co., checking the returned transcriptions before submission to their own clients.

“We can now dictate on the go, send files for transcription and find DictateNow have often completed the work before we get back to the office - it's helped productivity and has proved a highly efficient service.”

Barry Kyte
Chartered Surveyor

In Brief

UK-based typists providing 24/7/365 cover

Evening and weekend support available

Transcription usually returned within 45 mins

No minimum usage, pay as you go service

ISO 27001:2013 and ISO 9001 certified

**Dictate
NOW**

DictateNow House • 2 Delta Court • Manor Way • Borehamwood • Hertfordshire • WD6 1FJ

T: 0845 601 7726 • F: 07092 024 222 • E: info@dictatenow.com • W: www.dictatenow.com