



Case Study - Integration cuts administration

Wandsworth Legal Service Department handle all legal issues for the Council's many different divisions. The Council's solicitors are under continual pressure to provide a comprehensive range of legal support, from internal and external providers, on a competitive and effective basis.

The Challenge

When considering dictation and transcription services, the Council assessed all the options available to see which suited their needs best, but decided they wanted a hosted server system which would minimise the implementation costs.

With a commitment to maintaining the excellent standards of service for which the Council is renowned, a flexible service was sought that offered cover to secretaries for busy periods, absence and holidays.

The Council wanted the service to be seen as a valuable support mechanism for the employed secretaries, rather than as a threat to jobs, which narrowed the search to outsource service providers offering pay-as-you-go agreements.

The Solution

Thanks to our hosted server based system, DictateNow Office, the costs associated with implementation and training for staff to use the service were kept to minimum. Having assessed the options available, Wandsworth Council Legal Services chose DictateNow, believing the 'easy to use' software offered the flexibility they were seeking.

Our Admin Portal allows the Council to monitor the progress of transcription work and outsource it to our team of over 300 UK-based qualified legal secretaries, at the touch of a button, if workloads or the absence of secretaries look like creating a backlog.

Our large typing resource ensures we can turn work around quickly, usually within 45 minutes. The quality of work is not compromised by the speed of service, with our in-house quality assurance team tasked with maintaining the accuracy of transcription on which our reputation is built.

The Benefits

The fact that use of the DictateNow digital dictation and transcription service has spread to include other departments within the Council, stands testament to the quality of service provided. Councils, perhaps more than any other organisations, are under close scrutiny to ensure maximum value for money is extracted from outsourcing and their use of DictateNow is an endorsement of the speed, quality and value of our service.

DictateNow Office, delivers the cost effectiveness and flexibility the Council were seeking. We operate as an extension to their in-house secretarial resource, supporting staff when absence or holidays risk overloading the current resources.



"It offers us the ease of use, cost effectiveness and flexibility we were looking for. We have been impressed with both the speed of turnaround and the quality of all typed documentation."

Anil Gupta
Legal Business Manager

In Brief

Over 300 UK-based typists providing 24/7/365 cover

Easy to use software also available as Mobile app

Flexible service with no minimum usage

ISO 27001 and ISO 9001 accredited

