

# Transcription Services

## 1. INTRODUCTION

The efficiency and productivity of professionals like lawyers and medical consultants depends on letters and documents being completed impeccably and on time. They are considerably dependent on their secretary. When s/he is off on holiday or sick, or has a family crisis, the disruption makes these professionals feel severely constrained. Even more importantly, what if the professionals themselves were too sick to come in to the office, but could work from home?

What if they could dictate their work during day or night, and have it arrive back in a matter of hours?

Our Transcription Services offer them the freedom to work flexibly. These services effectively transcribe their dictations within a maximum turnaround time of 24 hours - most of which while they sleep, thanks to time zone differences.

The most significant characteristics of these services are:

- **Cost Savings** - By using these services, our overseas customers have achieved cost savings of up to **30 to 40%**.
- **Security of Customer's Data** – The entire content is encrypted and transferred to-and-fro through secure FTP protocols over the Internet.
- **Ease of Use** – After dictating into a Dictaphone or the PC, the customer needs to just press a button to send the contents to us.
- **Backup and Tracking** – The dictation and transcribed files are adequately backed up and tracked at each stage to provide the customer the job status

## 2. OBJECTIVES

The following objectives of the Legal Transcription Service are derived from what the customers have outlined as their prime requirements.

1. Provide reliable, accurate and secure service for transcribing your dictation into a document.
2. Provide a turnaround time according to the priority assigned by the customer as follows.
  - i. Normal average priority jobs – within a maximum of 24 hours.
  - ii. Medium high priority jobs – within a maximum of 12 hours.
  - iii. High priority jobs – within a maximum of 3 hours, provided the job is sent in by 3 pm GMT, and comprises a maximum of 750 words.
3. Provide cost savings potential of about 30-40%
4. Provide an easy-to-use system to the customer for recording the dictations and sending them as jobs.
5. Ensure dictation files and transcribed files are adequately backed up.
6. Provide an easy interface for receiving the completed transcription jobs with a notification of receipt.
7. Provide itemized billing details to make it easy to handle payments for services.
8. Provide customers with an automatic update on status of jobs.

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## 3. FUNCTIONALITY

The system provides the following functionality.

1. Server application resides on a server machine on the customer's computer network.
2. A Client application resides on the Windows based desktop machine used by each person who creates dictation jobs. The administrator as well as all the persons who give dictation use this application.
3. The Client application provides the functionality for configuring users, their roles and the administrative setup.
4. Creation of new jobs and selective viewing of jobs is also provided from the Client application. When a job is created there is a facility to attach the dictation file downloaded from the dictation device.
5. The status of a job is updated automatically and notifications in the form of pop-ups and e-mail are sent to the concerned persons.
6. The dictation files are transferred from the customer's server to our FTP server, and the transcribed files are uploaded from our end on to the customer server, both using secure FTP protocols over the Internet.
7. A facility is provided for creating different templates for commonly used letter formats. All you have to do is specify the template/s that you would like to use for the dictation file at hand.
8. A facility is provided for backup of folders from your server.
9. Billing, based on number of words in the transcribed document, is done on a weekly basis.
10. Rates are specified per ten words transcribed, based on the priority of the job.
11. Microsoft Word is used as the Word Processing Software.
12. The system supports Olympus dictation machines.

## 4. TRACKING SOFTWARE

iNet Transcribe is a unique transcription tracking software product created by DSS, and comes free to all users of our transcription services.

iNet Transcribe provides an online tracking system for your dictated files as they go through uploading at your end, receipt at DSS, work allocation, conversion from audio to word files, verification, uploading at our end and, finally, receipt at your end.

Apart from tracking, and transferring your files through secure FTP protocols over the Internet, iNet Transcribe automatically updates the job status with notifications in the form of pop-ups and e-mails. It also provides the necessary billing details.