

LEGAL DICTATION OUTSOURCING

Frequently Asked Questions



Why would a solicitor outsource their typing?

- To reduce overheads; outsourcing will generate average savings of 40% compared to the cost of employing a legal secretary. Outsourcing makes typing a variable cost of the business rather than a fixed cost.
- Outsourcing enables a firm to increase the number of fee earning staff without increasing administrative headcount.
- To improve efficiency through cost effective management of peaks and troughs in work.

I already have a team of legal secretaries.

- Accuro simply becomes an extension of your in-house team, perhaps even freeing up more capable secretaries to take on paralegal work. You can choose when to outsource (*if you have staff on holiday or off sick for example*) and you can select which tasks are better completed in-house and which would be more cost effective to outsource.
- Outsourcing to Accuro is significantly cheaper than using temporary agency staff to cover holidays, maternity leave or periods of sick leave.
- If a member of staff leaves, outsourcing is a different option to consider before recruiting a new secretary.
- Outsourcing is a much cheaper option than paying staff overtime. Accuro can deal with high volumes of dictation quickly as we have a nationwide panel of over 200 secretaries.

Will you send my dictations overseas?

- No, never. Accuro has a panel of over 200 UK based transcribers - the largest in the UK.

Do you use experienced legal secretaries?

- Yes. All customers are allocated a dedicated team of legal secretaries with experience in their field of expertise.

I have BigHand or WinScribe software, can you integrate with that?

- Yes. Accuro is an approved outsourcing partner to BigHand and is a WinScribe licensee.

How does it work?

- Accuro can simply be added to your BigHand or WinScribe software as an additional 'secretarial team'. Dictations can then be sent seamlessly to Accuro without compromising the security of your data.

Can you return documents directly into my case management system?

- Yes. To make the process even more efficient, Accuro can return documents directly onto your network.



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group

Accuro Transcription Solutions Ltd Court Block, Alexandra Park, Prescott Road, St Helens WA10 3TT

t: 01744 758111 | f: 01744 758121 | e: enquiries@accuro.co.uk | w: www.accuro.co.uk

Will my data be secure?

- Accuro is registered under the Data Protection Act and we have many years' experience of handling confidential client information. Accuro is already a trusted partner to many law firms across the UK.

Do I have to sign a contract?

- No. Accuro offers a 'pay-as-you-go' service with no contracts to sign or minimum subscriptions. You can use the service as frequently or infrequently as you need to.

Is there a minimum amount of work I have to send you each month?

- No. You can send us as much or as little dictation as you need to. If you don't use the service then there is nothing to pay.

Do you need much notice before I can send you work?

- We don't need any notice. As soon as your dictation starts backing up you can upload to Accuro without giving prior notice.

How quickly will you turn my work around?

- Accuro recommends that customers opt for a one day turnaround time for the majority of their documents. Many transcription companies advertise turnaround times of less than one hour. Accuro can deliver documents this quickly, however this does not give any time to factor quality control into the transcription process. Accuro, as a UK market leader, has a reputation for providing high quality transcription within assured delivery times. We believe that a one day turnaround time will provide a good balance between speed and quality of service.

What if I have a really urgent document?

- There are some tasks which will always be done more efficiently in-house. This may be because they need a file or are particularly urgent. If however there is no available resource in-house, Accuro will provide you with a priority service in line with your deadline.

Can you supply digital dictation equipment too?

- Yes. Accuro is an authorised dealer of Olympus Pro-Line digital dictation equipment and can supply dictation machines and transcription kits at competitive rates.

How much does it cost?

- To ensure you only pay for exactly what you need Accuro bills by the recorded minute. Rates per minute of dictation vary based on volumes and customer requirement.

Can I have a free trial?

- Yes. Call our sales team on 01744-758111 and we can organise a free, no obligation trial of our service.