

# TP Transcription Services

[www.uk-transcription.co.uk](http://www.uk-transcription.co.uk)

## E-Brochure

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## Contents

1. About Us.....	3
2. Our Service.....	4
3. Prices and Turnaround Times .....	7
4. Dictation .....	8
5. Confidentiality.....	10
6. Benefits of Outsourcing.....	11
7. Technical Information .....	13
8. FAQs.....	15
9. Testimonials.....	16

## 1. About Us

UK-Transcription.co.uk is an outsourcing transcription service, established in 2001, and covering a wide range of clients from universities and company research departments through to professionals in surveying, legal, construction, insurance and medical.

We offer a full transcription service which means that we turn audio recordings into documents using specialist typists with knowledge of a range of terminologies.

Our transcribers are all experienced secretaries based in the UK and native English speakers. We maintain a large bank of transcribers across a range of professions including medical secretaries and legal secretaries.

Work is usually sent via email, an FTP client programme via our website or posted on CD or memory stick. We also deal with a lot of analogue tape work that is sent via the post or the DX (document exchange).

UK Transcription offer the service seven days per week although orders must be placed on Monday to Friday between 8 am and 5pm.

## 2. Our Service

### *Types of work covered*

- Business administration
- Business documentation
- CD ROM and RAM
- Conference transcription
- Court proceedings
- Customer service calls
- Disciplinary hearings
- Employment tribunal proceedings
- General audio dictation
- General correspondence
- Group interviews
- Interviews with clients
- Lectures and other academic work
- Legal dictation
- Market research interviews
- Medical dictation
- Meetings
- Police station interviews
- Radio and TV programmes
- Recorded video link meetings
- Religious meetings and sermons
- Speeches and presentations
- Study interviews
- Teleconference recordings
- Telephone response recordings
- Translation work
- University research interviews and projects
- Video (VHS)
- Webcasts

We also offer copy typing, whether from old typed documents or handwritten letters or papers.

### *Typing*

Our transcribers use specialist software to listen to your recordings and transcribe them into documents. Often clients simply want the text entering, but we are also happy to work to templates, particularly for general dictation or reports.

We can assist with poor recordings and have software that can boost certain wavelengths and reduce others.

It takes a transcriber anything from two hours to ten hours to transcribe one hour of recording. This is probably the main benefit of using external transcription services, as it will free up your external staff from a job that can be so varied in length and very time consuming.

### *Procedure*

Once we have received the transcription at the office, we send it to our transcribers who use specialist software to turn it into a document.

Transcribers return the completed transcriptions to us as and when they are completed. We normally assign the work as soon as we receive it, which means that you can start receiving work back within a few hours of sending your assignment to us. If we have particular difficulties with the quality of length of recordings, another transcriber will immediately be put on standby to take receipt of part of the recording to ensure we have enough time to complete the assignment. Our transcribers often work through weekends and sometimes the night to complete for deadlines.

All work is usually returned within five days, unless you have notified us of a particular deadline to work to or we have agreed a longer time span. Larger bulk orders can take longer. We usually charge extra to guarantee a return date and on most occasions we simply work to our promise that we will attempt to return the work within a time slot.

### 3. Prices and Turnaround Times

<http://www.uk-transcription.co.uk/transcription-quote.php>

Please visit the above link to get a full immediate online quote for your work. The service is available 24 hours a day, 7 days a week. You can also get a full quotation by completing an online form.

Our prices vary according to turnaround time and complexity of the interview - for example, large groups of people talking will cost more to transcribe than straightforward letter dictation.

## 4. Dictation

### *Analogue dictation*

Analogue refers to the recording of dictation onto tapes or other mediums where there is no digital or computerised signal involved. It usually refers to the recording onto tapes, whether these are mini, micro or macro tapes (smaller size dictation machine (old style answer phone tapes) or cassette tapes (standard size music cassettes). We also offer video tape transcription services (VHS only) although these are becoming a lot less common.

You can post, DX or courier your tapes to us. There is also software available now to record your tapes directly onto your PC. Please see our technical section for details.

### *Digital dictation*

Digital dictation has become the recognised norm for most types of dictation work and recording. There are a whole range of different machines and operating systems but in essence, it is carried out using the same method as analogue, i.e. you have a recorder that records onto a memory chip which effectively is a computer hard disk. The cost of these systems is very reasonable, and we currently use Olympus DS2300 machines which appear to have just about everything we need.

You basically record your dictation into the machine, connect it to a computer and software usually automatically uploads it onto the PC. You then email the recordings to us ready for transcription. If you use the Olympus system it comes with specialist software that condenses your software sufficiently to be sent via email, whereas a lot of other recordings are just too big. The system that Olympus uses is called .dss and these files



are very small and quite universal in being able to be handled by a host of packages.

### *Benefits of digital dictation*

1. Dictation can be emailed immediately to us within minutes of recording it.
2. Editing is very easy because dictation can be marked and referred back to.
3. Recording time can be many hours and it all depends on the size of your memory card within your machine.
4. Digital files lend themselves to being able to share, and each letter can have its own file and therefore be split from other bits of the recording to go round the office.
5. There is clearer sound quality than the old analogue recorders.
6. Secretaries find that they have more space because they do not need to have bulky cassette recorders sat on their desks.
7. You do not need to be in an office to get documents done and can use the recorder on the go. It has been said that you can use one whilst driving especially if you have voice activated control which will switch the recorder off when you are not speaking.
8. Each recorder in a large office can be given a separate identification and this means that you can have a number of machines all going into the same network and the transcribers being able to identify the source of each one.
9. You can dictate in your car whilst driving with a lapel mic and voice activated recording.
10. The recordings can be easily shared online with a range of recipients.
11. Files are compressed to such a small size they can usually be emailed through to us for transcription.

## 5. Confidentiality

### *Confidentiality Agreement*

TP Transcriptions ([www.uk-transcription.co.uk](http://www.uk-transcription.co.uk)) have worked on a very wide range of assignments on child abuse investigations, high profile murder cases, Home Office assignments, prosecution of television companies, rock band defamation cases, university research projects involving children, police officers, medical investigations. All our secretaries and transcribers are aware of the obvious duty of confidentiality when it comes to this work and are happy to sign undertakings as required or necessary.

## 6. Benefits of Outsourcing

Jonathan Fagan of Ten Percent Legal Recruitment explains the benefit to his company of using UK Transcriptions for any dictation that he or his consultants do.

“I have been using UK Transcriptions for over five years and have always found the service very quick, responsive and accurate. Every morning I dictate at least three entries for my online blog as well as reports and letters. I usually do this in the car with a lapel mic attached and as soon as I get back into the office, I immediately upload my files onto the computer using the Olympus DSS software. I then press one button which immediately transfers the files to UK Transcription, and within 24 hours they are returned in document format.

The files are usually spell checked and quite well formatted and I am quite particular with grammar and spelling and so am particularly impressed with this part of the service.

It is very cost effective for me as our company does not need secretaries to be available to type, and it involves saving considerable costs in needing to employ one locally.

I would have no hesitation in recommending the service to others who are considering similar work.”

### *Cutting costs*

- No PAYE costs
- No National Insurance costs
- No holiday and sickness costs
- No pension costs
- Savings on office overheads and computer maintenance

- No costs on employing temporary staff
- You only pay for the time used whereas employees in the office incur costs the whole time
- Companies can expand without taking on extra staff
- No costs on training staff
- Companies carrying out everything themselves have higher expenses which have to be passed onto the customer
- Increase efficiency
- Fast turnaround in your specified timeframe
- More office space
- Total flexibility
- Guaranteed availability
- Latest technology used
- Dictation transferred via email
- Completed documents returned to you wherever you want, whether at home, office or on holiday
- Trained secretaries in each particular industry or profession
- More time to focus on other aspects of your business
- Staff have more time to manage their priorities
- Emergency cover for absent typists
- Highly trained staff on call at all times
- Office staff able to concentrate more on PA duties rather on typing or transcription.

## 7. Technical Information

### *Digital Audio File Formats*

#### **DSS - Digital Speech Stamps Standard**

DSS originates from Olympus, who are pretty much the market leaders in all things transcription. It is the industry standard for digital dictation because it can be compressed so far that email is possible and the quality remains. DSS can be converted to .wav format but the file will be much larger. In fact, DSS files are usually only about 1/15 of the size of the .wav file. It is strongly recommended that you use this format to send us files in as it is simply possible to email them rather than needing to upload them via an upload company such as [www.yousendit.com](http://www.yousendit.com) or the [www.uk-transcription.co.uk](http://www.uk-transcription.co.uk) file uploading system.

#### **WAV**

This is an uncompressed audio file format that was designed by Microsoft to go with Windows 95. It is huge and cumbersome, and causes us no end of problems when people record in this way. However we are still happy to take the files but they must be either on a CD or uploaded via [www.yousendit.com](http://www.yousendit.com) or our own uploading file system (our own is limited to 50Mb).

#### **MP3**

MP3 files are compressed and reduce the file size quite significantly.

#### **WMA**

This is Windows Media Audio and very easy to work with although still quite large.

## Voice Activated recording

This is particularly good for working when you are driving or on the train. You can speak and when you're not speaking the recorder cuts off and in some cases even turns off the recorder for you until you start speaking again.

## 8. FAQs

### Why don't I just use speech recognition software?

Speech recognition software is great if you have a clear voice and speak very slowly into your computer. A lot of the users of it, I have noticed, find it handy if they are unable to type and do not want to work at a fast pace. It is also completely unsuitable for interviews or recordings where the microphone is not next to the person's mouth. There is some very accurate speech recognition software out on the market at present and some professionals swear by it, but the vast majority find it very frustrating and prefer to have somebody typing up the work rather than needing to go through and amend things as they sit and work.

## 9. Testimonials

"Thank you for these transcriptions, they are fantastic."

A London University. April 2007

"Thanks very much Pearl. Your service has been very efficient and of very high quality. Would certainly use your company again. All the best."

South Wales University, Social Sciences Department. Sept 2006

"Hi Pearl: Absolutely terrific job - many thanks indeed for the super-fast and super-accurate turnaround, most impressive. I very much look forward to working with you in the future! Many thanks."

London company, May 2006.

"We received the CD safely this morning. Thank you for your services and the speed at which you have responded. We would be very happy to use your services again in the future."

Large chain of estate agents, London, November 2003.

"Thanks for the great service."

Well-known television production company, London, November 2003.

"Thank you for your assistance - we were very impressed at your ability to return transcriptions as you prepared them."

Channel Island government department, October 2003

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For queries about our services, please visit our website at [www.uk-transcription.co.uk](http://www.uk-transcription.co.uk)