

LEGAL TRANSCRIPTION

BROCHURE

Intercom offers full array cost-effective Legal Transcription Service as per complete customer satisfaction, high accuracy, fastest turnaround and most competitive prices providing 100% feedback and reporting at client's site.

Intercom acts as your office secretary. You can dictate the reports as you want and get them transcribed by next day morning. We can even provide you with a real time secretary service with 2-3 hours of turnaround time. This way, you don't have to incur all the employee costs and get the work much efficiently and economically.

Legal Transcription Service combines voice dictation transcription with conversion of physical data into electronic format for electronic storage and retrieval. Whether you require the translation of a summons and complaint or the transcription of an evidentiary tape, Intercom provides professional transcription solutions for all your needs.

We offer the following service features-

System Wide Cost Reduction

- Intercom provides all equipment and setup, so you eliminate capital equipment costs and the ongoing technology updates and hardware maintenance costs.
- With real-time access to the status of any jobs, you can better monitor and control costs thereby reducing overall clerical time.

Faster Report Turnaround

- In many cases, time is of the essence to the legal case. That's why our network is designed to deliver the fastest turnaround time possible for a legal report. In fact, we customize turnaround times based on your specific needs.
- We normally deliver the report next day morning, but can offer urgent reports within 2-5 hours also.

Highest Report Quality

Intercom Online

55 Broad Street,

NY, NY 10004

Ph: 212-480-4076

- We've well established a system of internal quality checks, both systematic and managerial, to achieve one of the highest quality levels in the industry.
- In addition to hiring only qualified and experienced LTs, our supervisors match the work according to their expertise, skill, experience, preference, and specific account knowledge.
- There is a separate and dedicated quality control department that operates in quality circles to further check and give you error-free reports.

Digital Dictation

- With Intercom, you can dictate via toll-free telephone lines, internet-ready pc or a variety of digital handheld audio devices. So many modes of digital dictate facilitates no dictation behavior change.

Online Reporting

Worried you'll lose control of your legal reports by outsourcing?

- With Intercom, you'll actually gain more control with the power to track the progress of any job at any time. Intercom has a proprietary system that allows your staff to monitor, manage, and query the status of dictation work being processed at any given point of time.
- From the moment of dictation, your staff can immediately track the status of each report in real time, including the time of dictation, time of transcription, time of editing, and time of printing at each location saving you real time and money.

Online Storage

- 7 days (or more) Online Audio file archive
- 1 year (or more) online transcribed text file archive
- Advanced search module based on file attributes like date of dictation, date of transcription, client name, client id, case date, report number, report type, etc.
- Remote faxing/email - auto or manual
- Electronic Signature

Manpower and Training

- Intercom has experienced and qualified Legal Transcriptionists trained in understanding American/British accent with a proper 9-12 months of legal transcription training.
- All our Transcriptionists undergo a regular skill up gradation process through periodical Audio / Visual skill upgrading techniques.
- Our Editors are mainly from Law background further giving functional expertise in transcription.

Security and Confidentiality

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Security and confidentiality of data is of utmost importance and Intercom is committed to providing solutions that are compliant with the applicable laws and regulations set in this regard. We have in place specific technical and physical security features for data system components, verification of authorized users, control-access, 128-bit SSL encryption technology, data integrity, and backup/recovery to ensure availability and reliability. All the servers have Firewalls installed to prevent unauthorized Internet interception and have latest anti-virus software on every server to protect against Internet viruses. All the employees are required to sign "Confidentiality Agreement" which further addresses security and confidentiality issues.

24 X 7 Service

- As your business partner, we have a mutual commitment to your success. We not only bring our technology and operational strength to the partnership, we also work on innovative solutions and services designed to reduce costs.
- To ensure rapid response times and delivery of reliable services, Intercom has dedicated technical, sales and service staff to cater to your needs and problems. Customers can call any time using the toll-free customer service line to request both operational and technical support. Intercom support team performs remote diagnostics and maintenance on a daily basis to proactively identify potential problems at each of our customer sites of service.

Our Transcriptionists are trained and qualified in the entire range of Legal Branches viz.

- Licensing Appeals
- Presentations
- Seminars and Conferences
- Depositions
- Annual General Meetings
- Judgments
- Evidence/Legal argument
- Videos
- Interviews
- Coroner's Court Proceedings

Call 212-480-4076 X 577 and we'll have you dictating in minutes.

Please email us at **info@intercomindia.com** for more information.