

SPEAKWRITE

GUIDE FOR LEGAL

Gain a Competitive Edge. Increase Profitability. Work Smarter.

SpeakWrite is faster, easier and more cost effective than any other legal transcription methods.

Lawyers who leave the typing to SpeakWrite free up untold hours to do other things – like grow their practice. Law Firms who partner with us access an infinitely scalable pool of expert, US-based legal typists, without the overhead to their bottom line.

All Law firms, no matter the size, inherently face a common challenge: large swings in a firm's workload are extremely difficult and expensive to manage. Peak times can stretch internal resources beyond the limit, resulting in a scramble to hire on more help. Slow periods mean that the cost of underutilized, full-time staff has a big impact on profitability.

The SpeakWrite Process



With SpeakWrite, firms gain unlimited, secure access to highly qualified US-based Legal typists, 24/7/365. SpeakWrite is infinitely scalable and can handle all of your firm's typing, or just the overflow, after hours or peak period work. This revolutionary platform, rich in custom features specific to legal work, delivers complete, accurate and secure documents with unmatched speed – about 3 hours.

The technology behind SpeakWrite is so efficient, typing is now done at a fraction of the cost of in-house personnel. Firms see increased profitability and key personnel become free to focus on high-value activities.

Why SpeakWrite?

Turnaround Times and Quality of Work

The SpeakWrite platform is so efficient, completed work is delivered in about 3 hours. Lengthy recordings, such as multi-hour interviews etc. fall outside of the 3 hour turnaround. SpeakWrite does not utilize voice recognition software in any part of its process. Only experienced US-based Legal typists process work, ensuring the highest level of accuracy possible.

Capacity and Availability

SpeakWrite's Network of qualified, US-based Legal typists are working and available around the clock -7 days a week, 365 days a year - and can handle any size workload. The system responds real time to spikes in activity or large volume submissions. Jobs submitted on weekends, after hours and on holidays, are assigned to available typists upon receipt.

Pricing

SpeakWrite pricing is based on a Per Word basis for Legal transcription work and for Multi-Speaker work. Pricing includes all of SpeakWrite's features and benefits - there are no minimum usage requirements or hidden fees. SpeakWrite is a No Contract, Pay-As-You-Go service. See the [Pricing section of this guide](#) for details on pricing rates, billing and other information.

Security

SpeakWrite uses a combination of three standard security approaches: authentication, authorization and encryption. Authentication confirms the identity of an individual. Authorization confirms that an individual has access to a particular resource. And Encryption creates a secure channel between a User and the SpeakWrite servers.

The SpeakWrite App



The SpeakWrite App is a Complete Mobile Dictation System for Smartphones.

- The free App eliminates any need for expensive equipment for dictation devices.
- User-friendly interface. Users can begin dictations immediately.
- Supported on iPhone and Android devices.
- One Tap Uploads send each job to SpeakWrite for immediate processing.
- Previously recorded and in-process jobs can all be managed through the App.

SpeakWrite PhotoNotes™

A SpeakWrite patented technology, PhotoNotes supports field dictations by allowing Users to insert relevant pictures directly into their completed transcription. Activate PhotoNotes within the App to take a GPS-stamped photo for insertion. Unlimited photo insertions are free of charge.

SpeakWrite CallCapture™

CallCapture, another patented feature, records and automatically submits outgoing calls for transcription. Activate CallCapture within the App to record outbound telephone interviews or other conversations. Outgoing calls can also be recorded using the dedicated, toll-free CallCapture line from any mobile phone or landline. SpeakWrite processes CallCapture recordings as Multi-Speaker transcriptions.

SpeakWrite Services & Features



Standard Features

Custom Templates

An organization's pre-formatted forms, letterheads or other standard legal formats, can be uploaded to their SpeakWrite Account Page as Custom Templates. When directed, typists will transcribe directly into the designated template.

Custom Filenames

Custom Filenames allows Users to specify the file name syntax or naming conventions to be used for saving work. Custom Filenames makes it easy to identify jobs, track job costs and assign costs for client billing purposes.

Word Lists

A Word List is a repository of specific names, locations and terminology. Users can create Individual or Group Word Lists within their SpeakWrite Account. By referring a typist to their Word List, it becomes an efficient way to incorporate the correct spelling of repetitive terms. With Word Lists, Users can avoid having to spell out words each time they are used and the accuracy of finished document is improved.

Address Book

Address Books are used to house frequently-used contact information. By referencing the Address Book, attorneys can quickly dictate repetitive correspondence and expedite the production and delivery of work to repetitive, routine recipients.

PhotoNotes™

PhotoNotes, a feature within the SpeakWrite App, allows the User to take and insert an unlimited number of GPS-stamped photos directly into a dictation. PhotoNotes contributes key, visual reminders to a dictation, adding detail and accuracy to the completed document.

CallCapture™

CallCapture, a feature within the SpeakWrite App, lets the User record live outgoing telephone calls for transcription. CallCapture can also be performed using SpeakWrite's dedicated, toll-free CallCapture line from any mobile phone or landline.

File Submission Methods

SpeakWrite can receive audio files via upload from the SpeakWrite App or via our Toll-free Dictation Line. Users can upload digital audio files to their SpeakWrite Account Page or send files as an email attachment. Additionally, Users can send audio files via SpeakWrite's desktop dictation software SpeakEasy™ and via FTP upload. Hardcopy items to be transcribed can be FAXED to SpeakWrite. Recorded tapes can be mailed to us. For complete instructions on how to submit work to SpeakWrite, See the [SpeakWrite User Guide](#).

File Formats

SpeakWrite can deliver your completed work via Email Attachment, in your specified word processing extension (i.e. Microsoft® Word or Corel® WordPerfect).

File Delivery Methods

Completed files are delivered as an Email Attachment or via a Password Protected URL. Users can also access their completed work via Secure Web Download through their SpeakWrite Account Page. Individual User preferences for file delivery can be designated within their Account Page. Firm-wide standards can be established and managed within the Group Account Page(s).

File Types Accepted

SpeakWrite can process any digital audio file type, as well as video files, DVDs, CDs, Cassette & Micro-Cassette Tapes.

SpeakWrite Services & Features (continued)



SpeakWrite Security

Encryption

SpeakWrite uses 256-bit SSL encryption when sending and receiving files over the Internet to and from SpeakWrite Users and its typist network. This includes User uploads of audio and the associated downloads of completed jobs, User viewing and updating personal information. See the [SpeakWrite Security Policy](#).

Secure Network of US-based Typists

SpeakWrite typists are geographically dispersed throughout the United States. Typists are fully vetted before acceptance into the typist network. The vetting process includes criminal background checks at the local, state and federal level, a review of employment history, required signing of Nondisclosure and Confidentiality Agreements and HIPAA training. Jobs are assigned at random to ensure that no typist receives multiple jobs about the same case or subject. Typist identities and customer information are never available to typists.

Password Protected File Delivery

For additional security, SpeakWrite can deliver completed work via a password protected URL or FTP web download. SpeakWrite can also accommodate your custom application using our API for direct uploads, downloads and status updates between our system and yours.

HIPAA Compliance

SpeakWrite's privacy & security policies and procedures adhere to the Health Insurance Portability and Accountability Act (HIPAA) of 1996. We safeguard all customer data, including Protected Health Information (PHI).

For more information, see the [SpeakWrite Security Policy](#).



SpeakWrite Support

Account Support

A dedicated Account Manager is assigned to support each SpeakWrite User. Account Managers are a client's main point-of-contact for questions or issues that may arise during the life of the account. They also assist with User training, account setup, billing and usage-related questions.

Customer Support

Customer Support staff help Users with any problem or question they may have using the SpeakWrite service. SpeakWrite's Customer Support Help Desk App is available Monday – Friday from 7am-12am CST, Saturday and Sunday from 8am-11pm CST and by email at support@speakwrite.com.

Training

SpeakWrite has [online video training modules](#) to provide Users with quick, easy-to-understand instructions on using the SpeakWrite service, the SpeakWrite App and other features. Most new Users learn quickly on their own. For large groups, SpeakWrite works with clients to best meet their training needs.

IT Support

SpeakWrite is a web-based platform that requires no investment in equipment or support from your IT staff. The technology of the SpeakWrite platform is cloud-based and is accessible via PC, Smartphone or telephone. Jobs are received via email or Password-protected URL or web download.

Service Standards			
Legal Typist Availability: 24/7/365	✓	✗	N/A
Delivery Time	About 3 hours	24 hours -5 days Add'l fees for faster turnaround	Instantly Formatting, proofing, and editing time required
Pricing	Simple Pricing Flat Rate, No Upcharges	Add On Pricing For faster turnaround or other services	Varies Users licenses, whether used or not, IT installation
SmartPhone App	✓	✗	\$
Ease of Use	Simple Training less than 1 hour	Simple to Moderate Equipment & Training Varies	Moderate to Difficult Equipment & Cost to train
IT support, equipment or installation required?	None Internet Connection only	\$	\$
Standard Features			
Custom Formats/Templates	✓	\$	\$
Custom Filenames	✓	?	N/A
Custom Word Lists	✓	✗	\$
Address Books	✓	?	✗
Integrate Photos	✓	✗	✗
Record/Transcribe Live Phone Calls	✓	✗	✗
Multiple Speaker Transcriptions	✓	✓	✗
Individual and/or Group Management Pages	✓	✗	N/A
Client Defined Caps for Usage and Budget	✓	✗	N/A
Security Standards			
Authentication, Authorization & Encryption Stds	✓	?	N/A
US-Based Typists, Background Checks & NDAs	✓	?	N/A
Password Protected File Delivery	✓	✗	N/A
HIPAA Compliant	✓	?	N/A
Support Features			
Designated Account Manager	✓	?	?
Customer Support 365 days, Phone or Email	✓	?	\$
Online Video Training & User Guides	✓	?	\$

Pricing - No contracts, Pay as you go.

SpeakWrite is a Pay-As-You-Go service, available 24/7/365. There are no monthly charges, fixed costs or hidden fees. Users have unlimited access to all SpeakWrite features.

SpeakWrite Legal Accounts

New accounts for lawyers, law firms or other law-related businesses will be designated as a 'Legal' account. All Legal account work will be transcribed using qualified and experienced Legal typists.

Work transcribed is charged at a per word rate. Legal transcriptions are billed at 1.5 cents per word. Multi-Speaker transcriptions are billed at 2 cents per word and are typed in our Multi-Speaker format.

Word Count

The word count feature in Microsoft Word is used to determine the cost of work. SpeakWrite's rates are per word - there are no price variables such as number of pages, length of the dictation, submission method or audio quality. Words from custom templates are included in the final word count of the job.

Billing

Client Accounts are billed weekly to the credit card associated with the account. Account holders will receive a weekly invoice via email detailing: User name(s), file name(s), number of words transcribed, date and amount charged for each job. Links are provided to the original audio and completed, transcribed files. Billing statements, history and itemized work details are always available online through the secure Individual Account Page or Group Account Page.

Monthly billing options for large Group accounts are available for qualified clients upon request. Billing questions can be answered by calling SpeakWrite Customer Support at (800) 828-3889.

Legal TRANSCRIPTION	Multi-Speaker TRANSCRIPTION
1.5¢ PER WORD	2¢ PER WORD
Single Speaker Audio	Audio of 2 or More Speakers
EX: PLEADINGS, BRIEFS LETTERS & MEMOS...	EX: INTERVIEWS, MEETINGS INFORMAL DEPOSITIONS, HEARINGS...

There is a 100 word minimum per job.

Click Here to
Calculate Your ROI



Start Your Free Legal Trial

Test drive SpeakWrite today with a 10-page trial account.

[Request a Free Trial Today](#)

About SpeakWrite

SpeakWrite is an infinitely scalable, human-powered transcription platform. SpeakWrite uses leading technologies to dynamically manage workflow through its highly qualified network of legal typists and back to customers. This revolutionary platform, rich in custom features, delivers accurate and secure documents with unmatched efficiency and speed.

Since 1997, SpeakWrite has helped over 60,000 clients - in Law firms, Law Enforcement, Government Agencies, Protective Services organizations and the private sector - leverage the power of SpeakWrite to improve productivity, efficiency and profitability.

We look forward to demonstrating the benefits of SpeakWrite to you and your team.

Contact Us

SpeakWrite Sales:

For more information or to set up a Free Pilot:
800.828.3889
sales@speakwrite.com

Customer Support:

800.828.3889
M-F: 7am-12am CST Weekends: 8am-11pm CST
support@speakwrite.com

Share This Guide

