



**INCE & CO**

## Case Study - Global out of hours cover

Ince & Co is an international commercial law firm with more than a hundred partners and over 180 lawyers advising clients from offices in Beijing, Dubai, Hamburg, Hong Kong, Le Havre, London, Monaco, Paris, Piraeus, Shanghai and Singapore.

The firm has seven core business areas: aviation, business & finance, commercial disputes, energy & offshore, insurance & reinsurance, international trade and shipping.

### The Challenge

Ince & Co was well-used to outsourcing transcription during busy periods, but growth around the globe required an improved level of service. The firm undertook a search for a service provider able to offer reliable, accurate transcription, with fast turnaround times on work, regardless of whether it originated in London, Hong Kong or Hamburg.

As a maritime law specialist, Ince & Co often have an urgent requirement for work day or night, as occasioned by shipping collisions the world over. The increasing levels of cross-border work the firm is involved with has ensured they have more overflow from their internal secretarial resource and greater demands for out of office hours cover.

### The Solution

Use of the dedicated DictateNow Admin Portal allows Ince & Co to track their dictation through every step of the process, whether it is being dealt with by internal secretarial resources or has been diverted to DictateNow. The portal integrates with their systems and allows them to monitor accurately the real time progress of all dictations outsourced to DictateNow.

Average turnaround times are under an hour and accuracy is maintained at an exceptionally high level, thanks to the experience of the more than 300 qualified, UK-based legal secretaries at DictateNow's disposal and the in-house quality assurance team. Mobile apps for Smartphones and Tablets ensures a high quality transcription service remains available to fee-earners travelling around the world.

### The Benefits

As with every business these days, speed of response is critical to maintaining the high quality service Ince & Co delivers to its clients. DictateNow deliver a better, more reliable transcription service that offers the level of support the firm's fee-earners needed.

The whole process is much quicker and more accurate than Ince & Co were used to from their previous service provider. Overflow work and out of hours cover is coming in from all over the world and at all hours of the day and night, which makes resource planning much simpler for the firm.

This combination of speed, accuracy and technological advancement, all backed up by an excellent team ensures DictateNow is the preferred choice for a transcription partner in the legal services sector.

*"DictateNow offered a better, more reliable transcription service that delivered the level of support our fee-earners needed, combined with a seamless integration into our operation that engenders confidence and removes the pain."*

**Mike Orton,**  
Director of HR

### In Brief

Reliable, accurate service with fast turnaround times

Out of hours support from over 300 UK-based typists

No contract, no monthly fees, no minimum spend

ISO27001 accredited

