

## All the support you need, when you need it

TotalCounselNow provides a range of services for barristers or their chambers, including transcription, copy typing and document services, call handling, reception services, fee management and diary management services.

Typically, you need a service that expands to fit your workload, ready when you need it and your work will be undertaken by our extensive pool of UK-based qualified legal secretaries and experienced legal clerks, who all understand the need for quality and accuracy in everything they do.

Outsourcing your support requirements to us ensures you pay only for the time we spend on time-consuming activities. And with support staff kept to a minimum, you save on staff costs and the need for larger premises.

- ① Confidential UK-based service available 24/7/365
- ① Qualified legal secretaries and experienced legal clerks
- ① Transcription and document services
- ① Average dictation turnaround 45 mins
- ① Pricing for high volume and occasional users
- ① Call handling service reduces interruptions
- ① Improved cash-flow with fee management
- ① Be more organised with diary management
- ① No monthly fees, no minimum charge - pay as you go

## Why choose the ServicesNowGroup?

We have developed a range of on-demand services designed to help organisations pay only for services when they have demand; no long contracts and no paying for underutilised staff in your business. Security and confidentiality is central to our service and our ISO 27001:2013 and ISO 9001:2015 certification testifies to the standards we strive to maintain.

# Services **NOW**

## GROUP

**Dictate  
**NOW****

Transcription &  
Digital Dictation Services

Fast, reliable and confidential  
business support services

**InTouch  
**NOW****

Reception &  
Call Handling Services

Flexible, tailored call handling  
and reception services

**TotalCounsel  
**NOW****

Chambers &  
Barrister Support Services

Efficient support services for  
barristers or chambers





# Dictate NOW

Transcription &  
Digital Dictation Services

## Talk more and type less to improve your efficiency

DictateNow is the country's leading digital dictation and transcription service provider, ready to help you improve productivity and efficiency with a fast and accurate typing service and provide advanced digital dictation software.

When your secretarial resources are stretched due to understaffing, sickness, holiday or a growing workload, we have the resources, here in the UK, ready to transcribe your words into documents.

With our pay as you go service you only pay when you use us, no contract no minimum monthly fees and no paying for holidays, coffee breaks or sick days. We have flexible pricing to meet the needs of high and low volume users and offer a free no obligation trial.

- ① UK-based resources available 24/7/365
- ① 45 min. turnaround for average dictation
- ① Work in your systems, with your templates & forms
- ① Pricing for high volume or occasional users
- ① Outsourcing is 40% cheaper than employing a secretary
- ① No monthly fees, no minimum charge - pay as you go
- ① Copy typing and advanced document production
- ① Digital dictation hardware and software - free mobile apps
- ① File opening, searches and other business services

## DictateNow Office

For those looking to exploit the productivity and efficiency benefits of digital dictation and transcription, we supply everything needed, from dictation machines to multi-voice recording equipment. Our bespoke DictateNow Office software improves the flow of dictation and typing within your business and allows you to outsource transcription work to us to cover busy periods, holidays and sickness.

# InTouch NOW

Reception &  
Call Handling Services

## Divert calls and deal only with those that matter

InTouchNow is a call handling service that ensures you never miss another important call and helps you avoid interruptions, whilst extending the hours customers can contact your business.

We can screen your calls, handle sales enquiries, fulfil brochure requests by email or post, be your virtual assistant and manage your diary, etc. but when we speak, it is your business customers hear.

We are a great overflow option for busy times or a cost-effective alternative to employing a full time receptionist. Review your call history and messages via our secure client portal, which allows you to update your availability and contact details, so callers are given accurate information.

- ① A personalised receptionist for your business
- ① Like having our receptionist in your office
- ① Calls transferred to your mobile or alternative
- ① Telephone messages sent by email or text
- ① Online portal to monitor your calls
- ① No long term commitment or contract
- ① Flexible packages to suit your needs
- ① Dedicated telephone number
- ① Free trial and easy set up process

## Who are the ServicesNowGroup?

The ServicesNowGroup is the new name for a business that has been supporting organisations in diverse sectors for more than 10 years. Our services represent the optimum in UK-based outsourced support, delivering what clients need, when they need it. The business continues to evolve, offering additional on-demand services to help organisations improve efficiency, productivity and profitability.

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