



# REGIS

File Manager *for Legal Practice*

## Legal Transcription Services

**Microsense** offers high quality transcription services to the legal community in the USA. The Company has gained valuable expertise of the transcription business by developing custom solutions for a variety of clients, in addition to providing the actual services. Some of the salient features of the Microsense offerings are briefly described below:



**Microsense** offers a choice of user interface and file management systems to clients, to meet their specific requirements. A standard ASP model is available, which incorporates stringent levels of data security and encryption, requires no investment in hardware or software, provides comprehensive file tracking and reporting, supports digital voice recorders.

The Transcription process is driven by a workflow engine which assigns files to Agents, routes transcripts to the required proofing and QA personnel, tracks file movements, records productivity and error rates, and provides a variety of management control reports. The underlying processes ensure a high Quality work product on a consistent, measurable basis and support seamless scaling up in volume terms. Standard turnaround time (TAT) is 14 hours, but shorter TAT can be provided on request.



Transcription Units feature always-on connectivity to the Internet with multiple, redundant links, backup power from UPS and generators, data security through managed firewalls and IDS, physical security through access control systems and data confidentiality implemented through appropriate Confidentiality and Non disclosure Agreements which all employees are required to execute individually.

The Staff of the units are graduates who have undergone a 4 month training program in legal terminology, usage of online legal dictionaries, speech comprehension, word processing and other skills needed to produce a high quality work product.



In summary, Microsense offers high quality transcription services supported by excellent data security, well defined Quality processes and experienced Agents. All this at very aggressive prices and committed long term savings.