

# SPEAKWRITE

## GUIDE FOR EVERYONE

Free from Paperwork. Transcriptions Delivered in about 3 hours.

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

Authors, Inspectors, Lecturers, Students, Journalists, Investigators - any profession where paperwork, typing or documentation is a burden, can experience immediate gains in productivity and efficiency - when they leave the typing to SpeakWrite.

With SpeakWrite, you free up untold hours to do anything and everything more important.

### The SpeakWrite Process



SpeakWrite is a unique, infinitely scalable, human-powered transcription platform. With SpeakWrite, you gain access to an army of professional US-based typists - at your disposal, any time you need us 24/7/365. This revolutionary platform is rich in custom features you won't find with voice recognition or other transcription services or agencies. And your documents are complete, accurate and securely delivered 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 or typing yourself. When you are free from tedious, time-consuming typing - not only are you more efficient, you gain time back to focus on high-value activities.

# Why SpeakWrite?

## Turnaround Time 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, group meetings, speeches and conferences 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 typists process work, ensuring the highest level of accuracy possible.

## Capacity and Availability

SpeakWrite's network of qualified, US-based 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 immediately.

## Pricing

SpeakWrite pricing is based on a Per Word basis. Pricing includes unlimited use of all SpeakWrite's feature and functionality - 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 rates, billing and other information.

## Security

SpeakWrite uses a combination of three standard security protocols: authentication, authorization and encryption. Authentication confirms the identity of an individual. Authorization confirms that an individual has access to a particular resource. 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. Begin recording dictations immediately.
- Supported on iPhone and Android devices.
- One Tap Uploads send each job to SpeakWrite for immediate processing.
- Previously recorded and jobs-in-process can all be managed through the App.

## SpeakWrite PhotoNotes™

A SpeakWrite patented technology, PhotoNotes supports all types of recorded narratives, inspections and investigative dictations by allowing Users to insert relevant photos directly into the completed transcription. Activate PhotoNotes within the App to take an unlimited number of GPS-stamped photo for insertion, free of charge.

## SpeakWrite CallCapture™

CallCapture 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

Pre-formatted forms, letterheads or other standard formats, can be uploaded to a Users SpeakWrite Account Page as Custom Templates. When directed, typists will transcribe directly into the designated template.

### Custom Filename

Custom Filenames allow Users to specify the file name syntax or naming conventions to be used for saving work. Custom Filenames makes it easy to identify jobs and track job costs.

### Word Lists

A Word List is a repository of specific names, locations and terminology. Users can create Individual or Group level 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.

### 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 recorded narrative, inspection report or investigation by 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 the our Toll-free Dictation Line. Users can upload digital audio files to their SpeakWrite Account Page or send files as an email attachment. Additionally, audio files can be sent via SpeakWrite's desktop dictation software SpeakEasy™ or via FTP upload. Hardcopy items to be transcribed can be FAXED to SpeakWrite and 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 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. User preferences for file delivery can be designated within the Account Page. Company or Department-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's identities are never available to other typists, nor is customer information ever available to typists..

### Password Protected File Delivery

For additional security, SpeakWrite can deliver completed work via a password protected URL or 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 and security policies 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

SpeakWrite Customer Support is available Monday – Friday from 7am-12am CST, Saturday and Sunday from 8am-11pm CST. Customer Support staff help Users with any problem or question they may have using the SpeakWrite service.

### 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.

### Training

SpeakWrite has [online video training modules](#) that 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.

Service Standards			
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
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	\$	\$
SmartPhone App	✓	×	\$
Typist Availability: 24/7/365	✓	×	N/A
Standard Features			
Integrate Photos	✓	×	×
Record/Transcribe Live Phone Calls	✓	×	×
Custom Formats/Templates	✓	\$	\$
Custom Filenames	✓	?	N/A
Custom Word Lists	✓	×	\$
Address Books	✓	?	×
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 Accounts

New accounts for general business or personal use are designated as General accounts. All general work is transcribed by our experienced typists. Clients in the Law/Legal fields are designated as a Legal account. All legal-related account work will be transcribed using qualified and experienced Legal typists.

Work transcribed is charged at a per word rate. General transcriptions are billed at 1.25 cents per word. 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 companies or organizations are available for qualified clients upon request. Billing questions can be answered by calling SpeakWrite Customer Support at (800) 828-3889.

General TRANSCRIPTION	Legal TRANSCRIPTION	Multi-Speaker TRANSCRIPTION
<b>1.25¢</b> PER WORD Single Speaker Audio  EX: LETTERS, LECTURES INSPECTION REPORTS...	<b>1.5¢</b> PER WORD Single Speaker Audio  EX: PLEADINGS, BRIEFS LETTERS & MEMOS...	<b>2¢</b> PER WORD Audio of 2 or More Speakers  EX: INTERVIEWS, CONVERSATIONS VERBATIM TRANSCRIPTIONS...

There is a 100 word minimum per job.

# Try SpeakWrite Today.

Try SpeakWrite today with a free 10 minute test.

Try it now.

## 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 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](mailto:sales@speakwrite.com)

### Customer Support:

800.828.3889  
M-F: 7am-12am CST Weekends: 8am-11pm CST  
[support@speakwrite.com](mailto:support@speakwrite.com)

## Share This Guide

