

24/7 Digital Transcription Service Save money & free up time

Linea Support Services



Linea, in partnership with Document Direct are helping organisations across the UK become more efficient through the effective use of digital transcription and document production services.

In today's business world, organisations face extensive challenges and time pressures. The task of balancing productivity, performance, compliance, working capital and the expectations of clients is difficult.

The services provided are accessible directly or for public sector organisations via the CCS G-Cloud Framework. Traditionally clients benefit from improvements of **c.50%** in transcription turnaround time, with many also seeing turnaround times of less than one hour at a significantly reduced cost compared to other options

These significant efficiencies are directly aligned to improved client responsiveness and quality of service and are advantageous to any company regardless of the industry sector, complexity or compliance requirements.

Service Benefits

Save money – reduced administration costs by paying for work only when needed and mitigating the need for temporary recruitment.

Eliminate delays & backlogs -- additional capacity and expertise that can be easily accessed when required.

Faster processing - support timely closing of files enabling quicker billing and enhance cash flow.

Flexibility - manage increased workflows during busy times or periods of extended holiday leave.

Consistency - highly experienced resource who understand your business and your clients needs.

Increased focus - Free up substantive team members to focus on business core competencies , improving time spent on higher value activities and fee earning work.

About Document Direct

Document Direct are the only transcription service endorsed by the Law Society of England & Wales, and are also endorsed by the Manchester Law Society, LawNet, Lawshare, and in terms of compliance and accreditations hold ISO 27001 (Information Security Management), ISO22301 (Business Continuity), and are also fully compliant with the latest GDPR requirements. They support organisations across many sectors, including; Legal, Government and Healthcare

Cont'd overleaf

24/7 Digital Transcription Service

Save money & free up time

Linea Support Services

If you require further information regarding the framework or Linea's services, please contact a member of the Linea Team.

Services Include

- **Document production** – Word, Excel, PowerPoint with advanced Microsoft Office skills, providing expertise in house-style/templates cross referencing / formatting
- **Digital dictation transcription services** - including multi voice, (e.g. court transcriptions) and various types of correspondence
- **Advice** on digital dictation systems
- **Proof reading / quality checking service**
- **Marketing documentation** - development, design and production of high specification business promotion documents, including; brochures, credentials, booklets, pitch documents, etc.

About G-Cloud

G-Cloud is a flagship Government scheme, introduced in 2012 to develop a secure, high performance cloud infrastructure for the Public Sector. The objective is to ease the movement of computing services to the Cloud. Key features include assured security, standard management practices, approved suppliers and easy access to technology; all aimed at making I.T. cheaper to run.

Under G-Cloud, Linea Group continues to offer Project & Programme Management and Software As A Service (SAAS) solutions to support the implementation of and migration to Cloud based services.

About Linea

Linea is a results focused Organisational Excellence consultancy with a track record of delivering sustained superior performance that meets and where possible exceeds client expectations.

We combine the credentials of a top tier firm with the depth of expertise and flexibility of a niche practice to support clients in addressing their most pressing organisational issues through the provision of highly professional, innovative, customer focussed solutions which deliver expected business benefits on time every time.

With an exceptional track record of delivering multi-million pound savings for prominent Public and Private Sector clients, our Organisational Excellence approach provides the skills and capability required to support clients to maximise efficiency, improve quality and reduce cost.