



Quality Transcription:

TranscriptionGear Customer Profile

Dictation and Transcription Management



MULTIPLE PHONE LINES = MULTIPLE COSTS

Julie Curbo has been doing transcription work for more than eleven years and owns her own company, Quality Transcription. Although she enjoys the flexibility of the transcription field and has enjoyed continuous growth in her company, she was using a proprietary Lanier call-in dictation system for which she had to provide a phone line for each client. In addition to having to ensure there were plenty of free lines into which to call, Curbo had to pay a hefty service contract with additional fees if anything went wrong with the system. Plus, that system was preventing her from using other dictation methods for her clients.

“The system I had fulfilled a purpose, but it didn’t have any bells and whistles, explained Curbo. “Once I decided to invest in a new system, I looked at three or four different products. I chose TranscriptionGear because they offer numerous solutions, all from one Website, and their customer support staff is excellent. With TranscriptionGear, I can continue to grow my business while keeping the cost of doing so minimal. Their solutions are not only flexible and scalable but also affordable.”

AUDIO AVAILABILITY = MOBILITY

After speaking with a member of the TranscriptionGear sales staff and informing them of what pieces she already had in place and what she wanted to accomplish with a new system, Curbo first chose GearPlayer 4. GearPlayer 4 is an advanced software-based transcriber that can be used to play one of the widest selections of audio and video formats of any PC-based transcriber. The product was built with ease-of-use in mind, and its advanced user interface and powerful worklist make working efficiently easier than ever for transcriptionists such as Curbo.

“The fact that GearPlayer 4 accepts so many different formats has allowed me to branch out and seek work from many other clients,” remarked Curbo. “It made my day when I found out that I could download many different files, which means my work pool is not limited to call-in dictation. The system is so easy to use. I can use it on any computer, so I can take my laptop and work from anywhere.”

The second piece of the puzzle for Curbo’s new system involved TranscriptionGear’s idigital product. idigital is a toll-free call-in dictation system in which authors call TranscriptionGear’s toll-free number from anywhere within the Continental US. idigital allows authors to enter their own unique user ID, report type and report identifier, after which they record their dictation. Once the dictation is completed, idigital securely sends the dictation in a Truespeech WAV file format to the customer via email or FTP transfer.



CHALLENGE

The need for multiple phone lines with an outdated call-in dictation system resulted in extra costs and a lack of customer support.

SOLUTION

A flexible combination of products that allows for multiple dictation methods to meet the needs of more clients while automating the flow of work and meeting HIPAA/HITECH regulations.

RESULTS AT A GLANCE

- Elimination of multiple phone lines for multiple clients
- Reduced monthly costs
- Multiple file formats available, allowing for new client projects
- Improved security and adherence to privacy regulations
- Improved accessibility to files, allowing for mobile transcription
- Exceptional customer support

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**- Julie Curbo
Owner**



SECURITY = PRIVACY

Although GearPlayer 4 and idigital allow Curbo to offer more comprehensive and expansive services to her clients, she also wanted to ensure that the files she and her staff handled could be transferred securely to where they needed to go while meeting privacy regulations as specified by HIPAA/HITECH. By adding TranscriptionGear's GearFTP file transfer system as the third piece of the puzzle for her new system, Curbo is able to do just that.

GearFTP with secure transfer works on the premise that securely transferring files with FTP is the easiest and most automated way of moving audio files and documents around the Internet. The GearXport automatic file moving and encryption software used in conjunction with GearFTP allows users to easily and automatically transfer files in the background while encrypting outgoing work and decrypting incoming work. According to Curbo, “I like the security of the FTP site because it allows me, along with my clients, to stay within privacy regulations.

In addition, GearPlayer's ability to monitor the download activity of files and notify user's of when new work has arrived ensures consistent productivity and optimal efficiency. When new work arrives, GearPlayer notifies the user via a small slide-up window and an optional audible sound. Finished work can also be automatically and securely routed back through the GearFTP service allowing for a completely automated and secure workflow solution.

CUSTOMER SUPPORT = HAPPY CUSTOMER

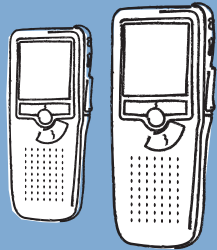
Though Curbo is pleased with the TranscriptionGear products she now employs and all they do to make her business life easier, she is most impressed with the customer support provided by TranscriptionGear. The technical support has been instrumental in helping her increase business while reducing costs.

“The support staff at TranscriptionGear wanted to find the best solutions for my business, not use ‘high pressure’ sales tactics or just try to make a sale. They are always helpful, kind, patient and professional. I'm thrilled that my cost per month is less than the previous system and that my new system provides so many advantages, but what's equally important to me is that TranscriptionGear is really there to be customer support, unlike companies who promise customer support then ‘throw you out the window’ once you purchase their product. As for the technical team, they are knowledgeable, courteous and always want to find an answer to any question I pose - they're the best I've experienced in a great while. I hope these people are all appreciated by the people who hired them because they make TranscriptionGear the great company that it is today.”

1. Dictate

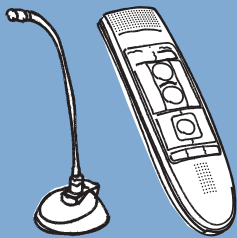
2. Transfer

3. Transcribe



Handheld Portables

Files are offloaded to a pre-defined network folder



GearDictate (PC-Based Dictation)

Files are saved to a pre-defined network folder



Local Area Network

GearPlayer monitors the network folder & queues them for playback



GearPlayer



GearXport

Finished documents can be saved to the network or a network printer via GearXport.

TranscriptionGear.Com