

## Who are we?

Document Direct provides a 24-hour typing and document production service (including weekends) and can be integrated with your existing dictation system for your convenience. Document Direct can also provide (free of charge) a dictation app for your dedicated use.

## Where are we based?

Document Direct is 100% UK-based (with its Head Office located in Liverpool) and supports over 350 law firms in the UK and Ireland, delivering a secure cloud-based online service.

Clients range from large, multi-office national and regional firms, to smaller localised practices and include Top 50 UK firms including Keystone Law, Shakespeare Martineau, Hill Dickinson, Brethertons Solicitors, and Top 10 Irish firms including Arthur Cox, Mason Hayes & Curran, and ByrneWallace. We also work with **LawNet firms**: Rix & Kay, RIAA Barker Gillette, Mogers Drewett, Gamlins Law and numerous others.

## Is it confidential?

Document Direct is certified to the internationally recognised standards:

- ISO 27001:2013 for Information Security Management System
- ISO 22301:2019 for Business Continuity and Disaster Recovery
- ISO 9001:2015 for Quality Control
- And, of course, fully GDPR compliant



## Our other credentials

We are also the exclusively endorsed typing and transcription partner of the Manchester Law Society, Cheshire & North Wales Law Society, LawNet, and LawShare.

## What can we do?

### Audio transcription (dictation) service: (Available 24/7)

- All of your typing output including letters, contracts, file notes, memos, and email narratives.
- Reports such as Lease Reports and Surveyors' Reports.
- Court documents (pleadings) and standard court forms (eg: Land Registry/Family Law/County Court).
- Barristers' Advice, Opinions, and draft pleadings.
- Transcripts of multi-speaker recordings - meetings/conferences, interviews, focus groups, telephone conversations, and court hearings.
- Zoom and Teams meetings can be transcribed with optional subtitles on recordings.

## What else can we do?

### Document Production Specialists:

- Complete document formatting (or re-formatting into house-style) to include advanced functions such as tables of contents, cross-referencing, page numbering, headers, and footers, etc.
- Copy typing (both handwritten notes and printed text).
- PowerPoint presentations and Excel spreadsheets.
- Amendments to documents from PDF manuscript mark-ups.
- Conversion of PDFs to Word/Excel/PowerPoint.
- Manipulation of PDFs (splitting, moving/deleting pages, redacting text, etc).
- Retyping of old documents, such as leases and wills, that need updating.
- Production of electronic court bundles that follow all of the guidelines laid out by HMCTS.

## How to submit a dictation job

Document Direct works in very much the same way as sending dictations to your own secretary either via your existing digital dictation system or via the Document Direct Smartphone App.

Our App provides the mobility to dictate wherever you are and send your dictations directly to Document Direct. Your dictation will be completed on your firm's templates and in your house style. Your documents will either be returned to your designated email address(es) or saved directly to your document management system.

## How to submit a document production job

Email our DPS team (**DPS@documentdirect.co.uk**) with your instructions and the required timeframe for completion of the work, together with the relevant attachments.

Please be as specific as possible about deadlines/turnaround times.

Our DPS team will acknowledge receipt and confirm that the specified deadline can be met and keep you informed as to progress.

## How can I contact Document Direct?

Our helpdesk team are available 24 hours a day, 7 days a week.

Email: **helpdesk@documentdirect.co.uk**

Tel: **+44 (0)192 682 1900**