



A TRUSTED PARTNER TO ACHIEVE  
TRANSFORMATIONAL  
EXCELLENCE IN BUSINESS PROCESSES



**THE CLIENT** : One of the largest legal firms based in London, UK



**REQUIREMENT** : Legal Transcription services

### CHALLENGES FACED BY THE CLIENT

---



Backlog of non transcribed files



Fee earners spending time on administrative & time consuming process



Requirement for quick turnaround time (TAT)-Getting the transcribed files next day



Seeking a service provider which understands the legal terms and has experience with nature of work



## OUR SOLUTIONS

- ✓ Training specific for legal terms and common statements
- ✓ Software was used to improve the voice quality and noise cancelation process was used
- ✓ Some Audio files were converted to a higher quality output for higher accuracy
- ✓ Copy-Texting was done using OCR technology and with a review operator validating the output
- ✓ Created a database of
  - Addresses using white and yellow pages
  - Client Names and Meta Information
- ✓ Fee Earner wise critical word list was created to create a Knowledge base for each fee earner

## RESULTS

---



Delivered high quality work with Turn Around Time of 2 hours for high priority work and 4 hours for low priority work



Ensured daily zero backlog



99.95% accuracy on word level and more than 99% at document level



Saved at least 40 hours of work for Fee Earners every month



## A reliable partner

Creating a winning proposition



## Quality Service Assurance

Internal Quality Programs, Engraved Quality Practice, Sustaining Quality Standards



## Talent Pool

Availability of Large skilled Workforce & Best-in-class Infrastructure



6 Delivery Centers in India



700+ dedicated employees



ISO 9001:2015 to 27001:2013 Certified



SSAE 18 Type II Compliance



## OUR SERVICES FOR LEGAL FIRMS

Documents Coding | Data Management | Legal Transcription | Content Management | Legal Resources | Finance & Accounting Support | Technology Development & Support



The journey starts here. We are always ready to help you.  
To know more about Viaante & our services, Contact us today.



[marketing@viaante.com](mailto:marketing@viaante.com)



INDIA : +91-22-28200681/682/683/684

USA : +1-347-674-7983

UK : +44 -208-144-954