

5 Parameters to Evaluate a Transcription Company

Transcription can be painful if you don't have an 'understanding' team, literally. You don't want to end up losing valuable clients just because of poor transcription. This is where a transcription company comes to your rescue. These people are professional and can transcribe from even the most disturbing recordings! On a serious note, transcription companies mean business and have some attractive packages to lure medical, legal practitioners for delivering optimum results.

Are you looking for a transcription company that can help you conduct business activities without any hindrance? Here are five important parameters that you must evaluate when choosing a transcription service provider:

1. Turnaround Time

A reputed service provider hires well-trained and experienced staff to cope with the varied volumes of transcription work. Choose a company that offers fast turnaround time for both kinds of transcription services, audio as well as video. Standard companies offer 24 to 48 hours turnaround period. Many even offer STAT service at an additional cost. Different types of notes have different turnaround times so, do not forget to ask if the company offers a discount or waives charges in case transcription is delivered late.

2. Level of Customer Service

Evaluation of customer service is equally important when choosing a [transcription service provider](#). Reputed companies offer high standards of customer service support even if they are located in a different time zone. Some companies charge for customer service too for the same reason so, it is important to ask about their policies and clarify if they provide 24/7 support.

3. Accuracy and Security

Look for a company that not only ensures accuracy but also maintains confidentiality of vital business documents. It must adhere to strict administrative procedures and security measures in order to prevent misuse of data. Many reputed companies make their employees sign confidentiality agreements and only the latest firewalls, anti-virus software and password protected systems are used.

4. Pricing and Payment

The transcription company of your choice should help you increase the revenue and reduce operating costs. Services should be offered at cost-competitive rates without compromise on quality. Once you have narrowed down few service providers, do a rate comparison. At times, companies offering “lowest rates” make up for the initial low cost in other ways.

Also, do consider the modes of payment and refund option in case of erroneous or any other issue of discontent.

5. Use of Technology and Infrastructure

Find out if the company makes use of the latest technology and high-end infrastructure. Accuracy of transcribed documents should not be compromised on when delivering services in a limited time span. Established transcription companies have delivery centers, equipped with the best software, technology and systems.

If transcribed documents are plagued with errors, your business operations can come to a halt. Therefore, it is better to delegate this vital task to expert professionals who have the know-how to transcribe with accuracy. No matter what your transcription needs are; make sure you choose the best service provider who can deliver you error-free documents on time.