

How to Choose the Right Business Transcription Provider Checklist

Guaranteed Accuracy

99%

- Do they guarantee at least 99% accuracy?
- Do they take the proper steps to assure accuracy (experienced transcriptionist, two rounds of editing)?

100% US-Based



- Is the provider based 100% in the US? Are the transcriptionists native English speakers?
- Do they have offices with an actual US postal address and zip code, not a PO box and a toll free telephone number?

Costs and Fees



- Are there any cancellation fees for terminating a contract?
- Are all of the costs and fees clearly explained before you sign the contract?

Formats



- Does the business transcription service offer various formats like spreadsheets?

Start your free trial for business transcription services today!

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Flexible Rates and Turnaround Times



- Can you choose your turnaround time?
- Do they have rush rates in case you need your file back sooner than usual?
- Do the rates complement the different turnaround times without setting a standard rate for all?

Insurance Protection



- Will they add you to their insurance policies as an “also insured”?
- Do they have the proper insurance to protect you in the event of a security breach?
- Do they have all three types of insurance: General Liability Insurance, Cyber Liability Insurance, and Workers Compensation Insurance?

Security and Confidentiality



- Are the security standards up to speed?
- Is the business transcription service willing to sign an NDA (non-disclosure agreement)?
- Do they use scaled network redundancy, virtual private network (VPN) integration, dedicated secure data centers, SSL 256-bit secure encryption and secure servers?

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