

Solution Brief

Note Taking Services

Thanks to new technology, it's never been easier to capture the spoken word. But if an audio or video recording is not an option, Appen's flexible note taking service is the perfect solution. Simple, accurate, fast and secure.

How does the service work?

Using a laptop, our trained note takers capture everything that's said, working either in the room or from a remote location. You can even provide your note taker with a glossary of names and terms or other background information in advance, so transcripts are as accurate as possible.

When is note taking useful?

Note taking is useful whenever you need a high-quality written transcript, including:

- Information gathering or background meetings, including for human resources matters like complaints or grievance proceedings.
- Internal or external formal hearings or meetings that are part of a regulatory, investigative or legal process, for example public consultation meetings.
- Training courses, conferences or other events.
- Telephone briefings or conference calls, perhaps from overseas, when it's not possible to listen or participate in real time.

About Appen

Appen is a leading provider of digital, audio and video transcription in the UK, offering a range of transcription services with expertise in secure transcription solutions and official record transcripts.

We provide transcription services for investigations, witness interviews, meetings, and formal hearings.



Who's using Appen's note taking, and how?

No matter what sector you're in, if you need a speedy, accurate written record but can't use audio or video technology, Appen's note taking service is the answer. For example:

- A well-known **London-based public sector organisation** working in the transport sector uses the service to create an official written account of formal grievance and disciplinary hearings, where recordings are not permitted.
- A prominent **City analyst** needs accurate summaries of phone calls, sometimes outside of working hours. Appen's note taking service captures content simply, with transcripts returned as soon as the next day, if required.
- A large, **international airport** used the service to create an accurate and impartial record of a series of high-profile public consultation meetings, where participants weren't comfortable with audio or video recordings.

What are the benefits?

Note taking is the most accurate alternative to transcription from audio/video recordings; accurate records mean fewer hold-ups and a smoother process. It's cost effective too, whether you outsource completely or use Appen to complement your in-house team. Pay only for what you use, when you use it.

What Makes Appen Different?

- **Quality** – ISO 9001 certified services, reaching international standards for quality and continuous improvement. Our transcribers and technicians are rigorously trained and there's a formal quality audit process.
- **Information security** – ISO 27001 certified information management systems that are also approved by the UK Government's Cyber Essentials scheme.
- **Confidentiality** – whether they're at your event, home based or working from our secure transcription centre, all our members of staff are security vetted prior to their employment commencing, sign confidentiality agreements and the Official Secrets Act.
- **Flexibility** – our services are bespoke, with transcripts customised for you and returned to an agreed deadline. We can attend or dial in; use us regularly or as a one-off. Pay only for what you need, when you need it.
- **Experience** – Appen has worked on events for a wide range of clients including regulatory meetings for a global reinsurance company, seminars in different languages for an intergovernmental agency, public consultation sessions for large, international airport and internal staff meetings for a London-based public sector organisation.

