

Client profile



BT is one of the world's most trusted brands. They have a large in-house legal team of experts focused upon supporting their internal customers with responsive and proactive legal services.

The team has embraced the overall BT aim which is to “thrive in a changing world” and has therefore adopted a focused approach to delivering their own core competence while outsourcing some of their non-core activities.

Intelligent Office Transcription Services began working with BT in 2006 and has supported their growing transcription and document production needs over the years, producing attendance notes, letters, witness statements and meeting transcripts for teams throughout the UK.

The service is provided from one of our onshore shared services centres in Scotland where, alongside a personal service, attention to detail and an understanding of legal language is of paramount importance.

Accuracy and confidentiality is at the core of the service, while strict adherence to our service level agreement maintains standards and consistency for the lawyers we support, resulting in efficient turnaround times and appropriate budget controls.

Miles Jobling, Director of BT Law, Head of Litigation and Employment Law for BT Group, stated: “With our experience and credibility we have built a team with significant legal and claims handling expertise. Intelligent Office Transcription Services allow us to focus on what we do well for our internal and external clients whilst providing first class support. Their service is timely, secure and of high quality and ideally suited to our needs.”

For more information, contact:

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