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# Charting the facts

## Gould and Company

Gould and Company, a small group of independent chartered surveyors, invests wisely in technology to ensure a high quality of service to its clients. The company has been using Olympus digital voice recorders to log different types of information on the move and send back to their offices for transcription.

Gould and Company provide a range of professional services in general practice and building surveying around London and the South East of England. Their key clients include major airline companies, various re-search institutions, countrywide charities and other large commercial concerns. The company's partners, consultants, surveyors and architectural technicians have all been using Olympus DS-5000 digital voice recorders for over 3 years.

The pocket-sized DS-5000 digital voice recorder from Olympus provides the ideal solution for Charles Harding, one of the partners at Gould and Co. Charles is constantly on the move, needing to record memos, survey notes, site inspections, schedules of conditions, letters, interviews and client conferences. With two 1Gig memory cards he can now store 77 hours standard play.

Charles Harding, comments: "Before we started using the Olympus DS-5000 digital voice recorders we used to rely on cassette-based dictation devices. They did an adequate job but the DS-5000 is far more flexible and easy to use."

"The sound quality that the DS-5000 reproduces is excellent and it also gives me a substantial amount of recording time. It has file and index markers so that you can separate individual letters and recordings of survey notes.

The other useful feature is that once you've made a recording, you can then download it onto your PC, where, once programmed, it can automatically be sent straight to your assistant for transcription." The DS-5000 also makes editing and tran

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scribing letters quicker and easier for Gould and Co.'s secretarial team. Christine Minney, Charles Harding's personal assistant, adds: "Each voice recorder has a user ID which makes it really easy to see who the file was recorded by. Different priority levels can also be assigned to files making it easy for the user to see the most urgent."

"The transcription software also lets us see how many voice files there are in the typing pool and thus helps us prioritise our work.

Being able to receive emails of the record has also meant a more

flexible working environment, as a few of the secretarial team now choose to work from home. The Olympus voice recorders really were a great investment for us."

[www.luptonfawcett.co.uk](http://www.luptonfawcett.co.uk)

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