

# BIGHAND3 OUTSOURCING

BIGHAND DATASHEET

BigHand provides two outsourcing options to ensure that you find a suitable arrangement between your organisation and your outsourcing agency. The Outsourcing Module is best for exporting work to the agency, while the BigHand plug-in enables the agency transcribers to connect to your BigHand system.

## OUTSOURCING SCENARIOS

Your company sends dictations to an outsourcing agency, either regularly or on an ad-hoc basis, but needs a way to provide increased flexibility, tracking, visibility & management information.

Authors need a way to regulate all their own dictations, whether they are transcribed within the organisation or by the outsourcing agency.

Work administrators need flexibility assigning tasks to transcribers throughout your organisation.

team in the same way as any other team. The agency transcribers use a licensed version of BigHand.

## BENEFITS

### Security

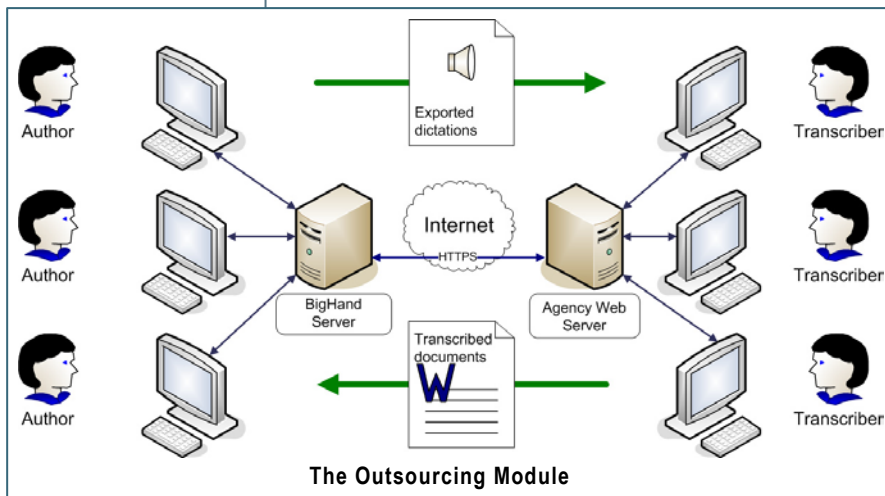
The Outsourcing Module offers a secure and manageable solution because of its architecture. Dictations and documents are transmitted via HTTP across an encrypted channel (HTTPS).

### Seamless Automation

When dictations are sent to an outsourcing agency, the files are sent with metadata so that the returned documents can be associated with the completed dictations. This process automatically updates the BigHand system with status information such as completed time.

### Easy Configuration of Workflow

The outsourcing agency send option can be easily configured as a new workflow. This means that authors don't have to learn anything new, just send dictations to the agency in the same way as to their familiar send options.



### An author sends dictations to an outsourcing agency.

BigHand's outsourcing options provide an additional send option for authors which routes the dictation to transcribers at the agency.

### A work administrator reassigns work to the agency on behalf of the authors.

Work administrators simply drag and drop the dictations from the author or transcriber onto an agency transcriber or team.

### The outsourcing agency connects in to your BigHand system.

In this scenario, the outsourcing agency transcribers are a real team in the BigHand system. Dictations are sent to this

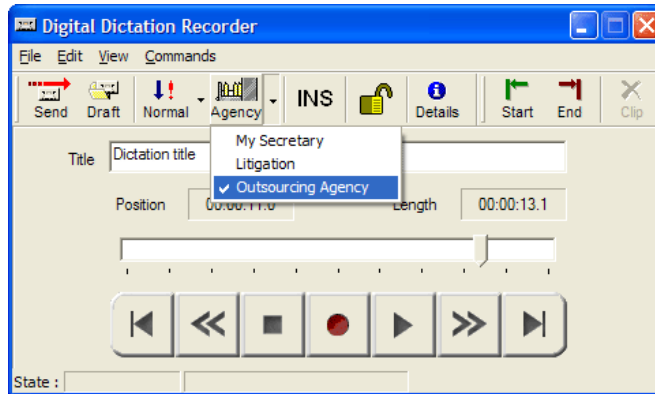
Work administrators can manually intervene by reassigning dictations to the agency using drag and drop.

## BIGHAND OUTSOURCING PARTNERS

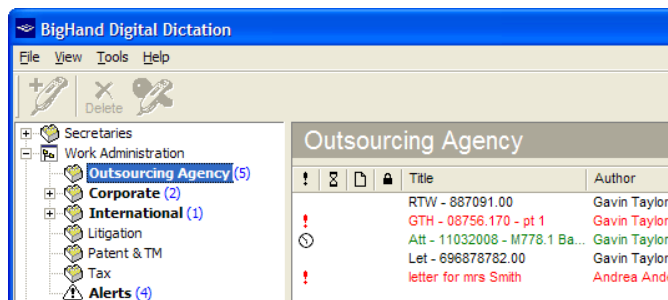
For a list of outsourcing agencies who are licensed to use the module and/or the plug-in, please visit [www.bighand.com/digitaldictation/OutsourcingAgencies.html](http://www.bighand.com/digitaldictation/OutsourcingAgencies.html)

# BIGHAND OUTSOURCING HOW IT WORKS

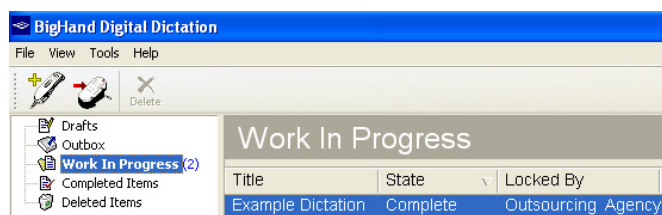
## HOW USERS SEE THE OUTSOURCING OPTIONS



In this example, the author has an additional send option called 'Outsourcing Agency'. The sent dictation is shown in the Work In Progress folder and progress can be tracked in the same way as internal dictations.



The above screenshot shows a work administrator's view. The administrator can easily drag and drop dictations onto the Outsourcing Agency folder.



The author can see the dictation state change as the agency transcriber changes it from **Pending** to **In Progress** and then **Complete**.

## TECHNICAL REQUIREMENTS

- BigHand version 3.1 or above
- Microsoft .NET Framework version 2.0
- Port 443 opened for HTTPS (Outsourcing Module only)

## HOW THE OUTSOURCING MODULE WORKS

The BigHand Outsourcing Module is a piece of software which manages dictation export and transfer to the agency. The software is represented in BigHand by a virtual transcriber to whom any outsourced dictations are sent.

Information about these dictations, such as status updates and other metadata, is stored during the automated file export process. The service optionally downloads the transcribed documents from the agency.

Exported files and metadata use standard file formats, enabling the outsourcing agency to retain its familiar practices and systems.

## HOW THE OUTSOURCING PLUG-IN WORKS

The BigHand outsourcing plug-in enables outsourcing agency transcribers to playback and transcribe dictations within your BigHand system.

The transcribers connect into your system using Citrix or Terminal Services, and play the dictations using a licensed BigHand client.

The agency transcribers, and associated workflows, are configured in your BigHand system in the same way as your internal staff, enabling close working relationships between individuals or teams.

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