How can Appen help?

**Transcription**
- A verbatim or near verbatim written account of everything that’s said.

**Summaries**
- 40 percent fewer pages but with all the important points covered.

**Note taking**
- A specialist note taker for when audio/video recording isn’t possible.

**Recording and transcription**
- An audio or video recording of your interview, for transcription later.

**Language Services**
- Interpreting, translation and transcription in more than 150 languages and dialects.
Why choose us?

Accurate, securely handled transcripts are less likely to be challenged, so you can conclude your investigation more quickly. And working with an external provider means paying only for what you need, when you need it.

What’s different about Appen?

- **Information security** – ISO 27001 certified information management systems, accredited to the UK’s Cyber Essentials programme.

- **Quality** – ISO 9001 certified transcripts, reaching internationally recognised standards for quality and continuous improvement.

- **Physical security** – our security measures are amongst the highest in the industry, including a secure in-house facility.

- **Confidentiality** – all transcribers sign confidentiality agreements, with some security cleared to the very highest levels.

- **Innovation** – for example helping the police improve the quality of bodycam recordings or breaking new ground in the field of machine learning and AI.

- **Flexibility and scale** – transcripts in different styles and formats, including PACE and ABE, and the capacity to handle ‘last-minute’ requests or specialist projects.

Our fraud investigations have involved very complicated interviews, sometimes lasting many hours. Whether the result is a full transcript or a record of taped interview, Appen’s product is always accurate.

Glenn Wicks, Insolvency Service Criminal Investigation Team

We have over 20 years' experience working with leading companies and provide excellent customer services from nine offices and various locations around the world.