

Appen Secure Transcription for Investigative Interviews

Investigative interviews are all about getting to the truth, whether they're part of an inquiry into bribery or corruption, a tax, benefits or other counter fraud probe, a planning or environmental health dispute, a police prosecution or a disciplinary hearing.

They can be sensitive, and sometimes adversarial. The stakes are often high. For the official record, or just gathering evidence behind the scenes, you need an accurate, secure written account of what's been said, that everyone can trust.

How can Appen help?



Transcription

a verbatim or near verbatim written account of everything that's said.



Recording and transcription

an audio or video recording of your interview, for transcription later.



Summaries

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



Language Services

interpreting, translation and transcription in more than 150 languages and dialects.



Note taking

a specialist note taker for when audio/video recording isn't possible.



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.



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

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.

Appen at a Glance

Appen is a leading provider of digital, audio and video transcription in the UK, with more than **20 years** of experience. Part of a global group with expertise in more than **180 languages**, we create more than **12,000 transcripts** every year.

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

