

Dee Briston  
AudioSec  
32a Creekmoor Lane  
Creekmoor  
Poole  
Dorset  
BH17 7BS

2<sup>nd</sup> October 2006

Dear Dee,

**Re: Reference for Audio Transcription Services**

I am delighted to provide a recommendation for your services.

I have worked with AudioSec for over 18 months now and were always satisfied with their services. During this time, AudioSec transcribed over 70 interviews with managers from a leading Indian information technology service provider. The research project explored knowledge processes in outsourcing relationships and interviews were held in a variety of locations including Mumbai and Bangalore in India. As a result, some of the recordings were not always in good quality and the transcribers were occasionally facing challenges understanding the interviewees' accent.

All of the transcripts provided by AudioSec were of very good quality, even when the recordings were not always clear. In some cases when the first round of the transcribing left some gaps in the transcripts, the transcribers were happy to give it another try. The transcripts were delivered on time in a well-organized and documented manner. Dee was always available to answer queries quickly and efficiently. Certainly, professionalism, excellent service and quality are among the main values offered by AudioSec. I am glad to recommend her services to my colleagues.

Yours sincerely,

Ilan o\*\*\*\*

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