

Transcend's consistently high marks show continued excellence in KLAS performance.

The results are in for the 2009 KLAS report, and once again as the most consistent top performer¹, Transcend Services remains in the top tier² for:

- Overall Satisfaction
- Lived Up to Expectations
- Money's Worth
- Services Delivered as Promoted
- Service Delivery on Time
- Real Problem Resolution
- Quality of Services Staff
- Executive Involvement
- Worth the Effort
- Contracting Experience
- Helps Your Job Performance

The high marks come as no surprise considering Transcend ranks #1 among the MTSOs appearing in each of the KLAS reports since their inception in 2006¹.

100% of customers say Transcend Services delivers!

100% of customers surveyed² said, Transcend Services, "delivered within budget/cost" and "avoids nickel-and-diming."

"Transcend provides us a personal representative who I can call directly.... Every time I call, he is always available ... to help us resolve our issues immediately."
– KLAS surveyed customer

100% of customers would recommend Transcend Services!

When asked², "Would you recommend Transcend Services to a friend or peer?" —100% of customers said, "YES!"

Listening and responding to our customer's needs are key reasons for our continued high KLAS scores and leadership position within the transcription industry.

"Transcend's commitment to their customers and living up to expectations is one of their biggest strengths."
– KLAS surveyed customer

Service makes Transcend the best

Transcend Services delivers customized transcription solutions that help your organization improve quality, reduce turnaround times, and control transcription expenses. More than 200 health care organizations nationally are already reaping the benefits from Transcend's customized solutions and skilled and experienced domestic workforce of over 1,900 transcriptionists.

"One of the larger MTSOs, they [Transcend] remain a consistent player. Solid TAT and quality with exceptional customer service at a reasonable cost." – KLAS 2009 Report

We fit your work style

Because Transcend understands that physician satisfaction is vital to your success, we've built a service infrastructure that adapts to your existing processes. There's no need to change the way your doctors work—in fact, they may never notice a difference in your operations. Each solution is tailored to your current and emerging dictation systems and business requirements.

"Transcend tools ... and transcription platform ... automatically interfaces the transcribed document back into our transcription system."
– KLAS surveyed customer

Sharing your commitment to excellence

As one of the nation's top-rated large providers¹ of medical transcription solutions, Transcend Services shares your institution's commitment to excellent patient care. You can trust Transcend for exceptional customer service and accurate transcriptions — on time and on budget.

Discover more:

www.transcendservices.com
salesandmarketing@trcr.com
800-555-8727 ext. 657



"Transcend is one of the few large transcription companies delivering consistently solid performance for a sizeable client base."

– KLAS 2009 Report



1. Based on the average score for MTSOs that appear in each of the four KLAS reports since their inception in 2006.

2. Source: KLAS 2009 Transcription Services Report. For more information, go to: www.KLASresearch.com

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