

Della Street Business Profile

Della Street Office Support Services has served with pride and excellence both small one-person businesses and global corporations, since its inception in 1976. Most of our business is obtained through referrals from satisfied customers. Although the company has changed ownership four times since 1976, each new owner has maintained the primary goal of the company: To provide the fastest service and the best quality product anyone can offer at the most reasonable price.

Della Street's current owner, Loretta Storm, purchased the business in February 1995. She succeeded in growing the business, while keeping pace with the global roller-coaster technological changes throughout that period, changes that virtually eliminated the need for the then-established and –thriving secretarial support industry, and has done so through foresight and adaptation. Della Street has recognized, planned and kept pace with these changes by continually upgrading our labor and computer capabilities, while maintaining a strong focus on transcription services. Despite those changes since 1995, the company's goal has remained the same: a high quality product served up with excellent customer service and satisfaction.

Della Street's owner, Loretta Storm, has a deeply-varied background in administration and executive support expertise: She has worked for the Chief Operations Officer and then-Chief Financial Officer and other executive officers of Freddie Mac, but she also has a strong background in organizational structure, marketing and planning, skillsets that continue to contribute to Della Street's long-term success.

Pricing

Della Street's average hourly transcription rate is dependent upon many factors such as quality and content of the audio material, but prices generally range between three and four hours of precise transcription for every hour of actual audio time. This pricing translates into a price range of between \$65 and \$90 per hour of audio time. (Difficult factors in the source audio – such as poor or low-volume audio, prevalence of intricate or industry-specific terminology, etc. may add to the cost. However, our policy is to alert customers immediately upon receipt of the job to advise them in advance of such difficulties and offer them a choice of options, one of which is for them to select a different transcription company with no questions asked.)

Give us a try. You'll be pleased. In fact, we *guarantee* it!