



News release

Over 500 Users Switch From Antiquated Dictation Systems to BigHand in 6 Months, Bolstering Attorney Mobile Productivity

Two law firms describe how switching to BigHand has redefined workflow processes while enabling attorneys to be more productive while out of the office

Chicago, IL – July 28, 2011 – BigHand, the leader in workflow digital dictation and voice productivity in the legal marketplace, today announced that over 500 users have switched from antiquated dictation systems to BigHand in the last 6 months, including two US-based firms, **Williams Mullen** (Richmond, VA), and **Cline Williams Wright Johnson & Oldfather, LLP** (Lincoln, NE).

Due to several challenges, including support, Windows® compatibility and remote access limitations, the firms began to look at alternative digital dictation systems. Michael Kugler, IT Manager for Cline Williams, described the firm's desire for a better system, *"The driving force behind upgrading was efficiency. We needed a system that was cutting edge. We wanted a way to be more mobile and be able to use our dictation equipment more effectively, like in conferences with clients or when attorneys traveled out of the office. We also wanted a better system for easier movement and sharing of dictations among legal assistants."*

The firms conducted pilots of various systems and BigHand was chosen over the others. Michael Kugler commented on Cline Williams' decision to go with BigHand, *"We trialed three systems. BigHand was the only system that did not require advanced technical assistance to run a trial and was the only system that worked on all of our different mobile platforms. Support from BigHand has been second to none."* For Andy Dho, Director of IT for Williams Mullen, the decision was simple, *"The BigHand system sold itself."*

With mobility being a key focus for the firms, BigHand became a catalyst for attorneys becoming more productive outside of the office with the BigHand Smartphone app. Michael Kugler described the vast improvements with BigHand mobility, *"Our attorneys love the Smartphone application and find it extremely easy to use which is important when it comes to adoption rates. As we've rolled out more users, demand for the BigHand Smartphone client have increased and usage rates continue to grow. We have started to see increases in productivity while attorneys are out of the office."*

Andy Dho of Williams Mullen, provided insight into the younger generation attorneys embracing digital dictation, *"The Smartphone application is perfect for the younger generation attorneys. Once they start using the application and see how much more they can get done while on the go by dictating with BigHand, you can't take it out of their hands."*

Commenting on the vast improvements in efficiencies and work sharing capabilities since switching from an antiquated dictation system to BigHand, Michael Kugler concluded, *"Because the dictations are sent in to the office one at a time, management of workload has improved immensely. Turnaround times for dictations has improved dramatically since switching to BigHand. IT no longer has to be involved in the reassignment of dictations. Email notifications and sound quality are far superior to our old system. From an administration standpoint, I have one server to administer, not six. Since switching to BigHand, administration time has been cut by 4 hours per month. Overall the whole migration [from old system to BigHand] was one of the smoothest I have ever done in my 12 years here at Cline Williams."*



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About BigHand

The BigHand Group supports over 130,000 professionals globally, across 1,300 organizations, and is based out of Chicago, London, Sydney and Toronto. BigHand is a Microsoft Gold Partner, Elite BlackBerry ISV Partner, and was voted 'Dictation System of the Year' at the 7th Annual Law Technology News (LTN) Awards 2009. Further information is available at www.bighand.com

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