



## News release

### BigHand Promotes Hands-On Client Service at Chambliss Bahner & Stophel, P.C. and Improves Attorney to Support Staff Ratios

**Chicago IL, October 31, 2011** - BigHand, the leading workflow digital dictation and voice productivity vendor in the global legal sector, today announced that Chattanooga-based firm, Chambliss Bahner & Stophel, P.C. ("Chambliss"), has successfully reorganized its office-based support team in conjunction with implementing BigHand, improving document turnaround times and attorney to support staff ratios.

Cindy Lea, F.A.S.T. Manager, explained BigHand's impact on the firm's team-based approach, *"BigHand's streamlined workflow flexibility has been instrumental in promoting better teamwork as we developed our new F.A.S.T. approach, as well as our 'Buddy' system. F.A.S.T. stands for Firm Administrative Support Team. This is **not** your traditional Word Processing team. This is a team of experts who have extensive experience in creating long and complex documents and offering creative solutions to sometimes demanding challenges. BigHand's ability to easily transfer complicated documents and requests to our FAST team meant they were getting sent back to the attorney quicker, who in turn could service clients more efficiently."*

Rhonda Glenn, IT Director, continued, *"BigHand's customizable workflow capabilities allowed us to easily and quickly share work amongst secretaries. We created a 'Buddy' system" where secretarial support is grouped together with the attorneys they support. If one secretary is overloaded with tasks or another is out of the office for a period of time, a "buddy" can easily pick up their work, ensuring documents are turned around in a timely manner and instructions are actioned quickly. The teamwork culture developed amongst the secretaries was a facilitator for a more hands-on approach to providing clients with the highest level of service, something that is at the heart of Chambliss' client care philosophy. The support teams look out for each other and, if needed, the work can be transferred to F.A.S.T. for completion."*

Firm Administrator, Jim Boney, concluded with the tangible results that are emerging as a result of the BigHand implementation: *"While the initial goal was not to immediately change our attorney to support staff ratio, it has been a benefit we are beginning to realize, moving to a higher number of attorneys supported by each legal assistant and providing potential cost savings for the firm. It will definitely be a win-win situation, with BigHand helping us achieve the efficiencies we're after and provide better client support."*

BigHand's voice productivity solution combines workflow digital dictation, Smartphone applications and voice recognition to offer the legal market a technology that allows attorneys to use their voice to get more done while improving operational efficiencies and reducing overhead costs.

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#### **About BigHand**

The BigHand Group supports over 142,000 professionals globally, across 1,400 organizations, and is based out of Chicago, London, Sydney and Toronto. Further information is available at [www.bighand.com](http://www.bighand.com)

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