

News release

Leading commercial law firm Holman Webb switches to BigHand voice productivity software and significantly reduces document turnaround times

Firm experiences seamless transition to BigHand software, and upgrade immediately results in major efficiency gains and greater control

Sydney, Australia, 22nd November 2011 -- BigHand, the leading voice productivity vendor in the legal and professional services industry, has today announced that Holman Webb a dynamic commercial and insurance law firm, with offices in Sydney, Melbourne and Brisbane has switched from its incumbent digital dictation system to the 4th Edition of BigHand's award-winning Enterprise-level digital dictation workflow application.

Since upgrading from their old digital dictation system to BigHand4, Holman Webb's Brisbane office has been able to centralise and control all digital dictation workflows, maximising the productivity of staff across the board. The firm had selected BigHand based on the ease of set-up, administration, the limited IT overhead required to maintain the system on an ongoing basis, and its market leading Mobility Suite. The firm has successfully introduced BigHand for iPhone, resulting in a more mobile workforce and increased productivity on-the-go.

Christine Guy, Practice Manager at Holman Webb's Brisbane office commented on the benefits of BigHand:

"As a dynamic law firm, it is integral to our strategy to deliver best of breed service. BigHand provides innovative features that enhance the productivity of our firm. After a very smooth upgrade from the old system, the benefits of BigHand were immediately obvious across the board - advanced workflows now allow legal assistants to work-share, security has been increased as authors can mark dictations as confidential, pop-ups allow legal assistants and lawyers to prioritise workload, and management can address turnaround times, peaks, and bottlenecks through the analytics reporting module. All of which has greatly increased efficiency and control. As a result lawyers are getting transcriptions back ahead of time and documents to clients more quickly.

Introducing the smartphone solution has also been a huge hit with the Partners who greatly appreciate being able to dictate anytime and anywhere on their mobile device. This has enabled them to increase their output and to provide a higher level of client service."

Commenting on their future relationship with BigHand, Christine Guy concluded:

"BigHand came highly recommended to us by our IT provider and peers. BigHand has exceeded expectations on all counts. We have been very impressed with everything from the software itself, to the customer relationship team that handles our account. Lawyers and legal assistants were able to start using BigHand with minimal training which has resulted in many positive comments. The software requires minimal technical assistance. Our next plan is to increase the smartphone usage within the firm and to look at integrating BigHand with our FileSite platform. Due to the success of phase 1, the business case for deployment is now recognised at all levels of the firm."

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About BigHand

The BigHand Group supports over 142,000 professionals globally, across 1,300 organisations, and is based out of Sydney, London, Chicago and Toronto. BigHand is a Microsoft Gold Partner, BlackBerry ISV Partner, and was voted Australasian Legal Business Magazine's Dictation & Transcription 'Service Provider of the Year' for 2010, North American 'Dictation System of the Year' at the 7th Annual Law Technology News (LTN) Awards in 2009, and 'Mobile Product of the Year' at the UK CNet Business Technology Awards 2008. Further info is available at www.bighand.com