

NEWS RELEASE

BigHand's Smartphone Applications and Work Sharing Capabilities Drive Attorney Productivity and Support Staff Efficiencies at Foster Swift Collins & Smith PC

Foster Swift Collins & Smith PC upgrades its analog dictation equipment to BigHand's voice productivity technology, combining Smartphone applications and work sharing for improved turnaround times and productivity gains

Chicago, IL April 30th, 2012 - BigHand, the leader in voice productivity technology (VPT) and enterprise digital dictation in the legal marketplace, today announced Michigan-based law firm, Foster Swift Collins & Smith PC has upgraded its antiquated dictation system to BigHand's voice productivity technology. The 100-plus attorney firm implemented BigHand's Smartphone applications for iPhone, Android and BlackBerry, enabling attorneys to instantly submit voice files from anywhere, while having the ability to track the status of the submitted work directly from their Smartphone. The firm also leverages BigHand's workflow capabilities, allowing the firm to easily and quickly share work amongst support staff for uninterrupted service.

Paula Johnson, Director of Information Technology at Foster Swift discussed the project, saying *"The business drivers behind upgrading to BigHand were efficiency and mobility. We were having a hard time maintaining our analog tape hardware. Additionally, the only way attorneys could submit voice files after-hours was through voicemail and there was no tracking features with voicemail. Our attorneys needed a way to get their dictation to their secretary faster than an in-person delivery of a cassette tape. BigHand came out on top after a 3-vendor analysis. We liked BigHand's user interface best and their references rated service and support highly – something we have found to be certainly true."*

The BigHand workflow features have opened up opportunities for Foster Swift to leverage evening support staff and work sharing amongst office-based support staff. Ms. Johnson explained, *"BigHand allows the attorney to instantly send a file to a secretary or choose an alternate route such as a night secretary, ensuring that the work will get turned around in an efficient and timely manner. Our support staff are clustered into groups and office locations so that anyone in a workgroup can be assigned to an attorney in that group to cover for overflow or absences. BigHand's ability to help us manage workflows has been instrumental in improving efficiencies and turnaround times."*

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About BigHand

The BigHand Group supports over 150,000 professionals globally, across 1,450 organizations, and is based out of Chicago, London, Sydney and Toronto. BigHand's voice productivity technology combines workflow digital dictation, Smartphone applications and speech 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. Further info is available at www.bighand.com

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