



Top Australian Law Firm Corrs Chambers Westgarth Chooses BigHand Voice Productivity Software as Part of the Firms Strategy to Continually Deliver More Value to Clients

Leading law firm targets significant productivity benefits by providing staff with an integrated Digital Dictation Workflow, Speech Recognition and Smartphone dictation platform that facilitates efficient client service

Sydney, Australia, 5th June 2012 – BigHand, the leading voice productivity vendor in the legal community supporting over 150,000 professionals globally, today announced that it has been selected by Top-Australian law firm Corrs Chambers Westgarth to replace its previous in-house dictation system firm-wide. The BigHand system will incorporate voice workflow, server-based Speech Recognition, and secure smartphone dictation functionality as well as integration with the firms existing Document Management System. Corrs Chambers Westgarth selected the BigHand solution to make it easier and more efficient for its staff to meet and exceed the requirements of its growing global client base, primarily through increased mobility and expedited document turnaround times.

Jon Kenton, COO, Corrs Chambers Westgarth comments:

“In the global and varied landscape that Corrs operates, clients do not have standard working hours and practices. Managing this requires robust, sophisticated and flexible technologies. Addressing our approach to voice productivity is part of our strategy to enable a more responsive, mobile, and collaborative workforce and BigHand offers a comprehensive suite of features and functionalities to help us achieve this. It allows us to communicate quicker internally and provide advice back to our clients faster than ever before - this is the value our clients are looking for; this is what we strive to deliver; and this is why the client base continues to grow.”

“It’s about continually reviewing our internal processes; understanding how we can work smarter with the tools and resources we have already invested in to deliver high value to clients as efficiently as possible. The BigHand smartphone functionality and Speech Recognition reflects this perfectly as we can now create documents and tasks using our voice from our smartphone; in the office, at home or abroad. This can be instantly sent into the workflow for immediate action from support staff anywhere in the world. This extra mobility is a fundamental part of increasing staff utilisation and productivity.”

BigHand provides professional services firms with an end-to-end voice productivity platform that streamlines the document production process from creation to sign-off. In addition to in-office digital dictation, advanced prioritisation, document escalation, and multi-step workflow, BigHand also provides advanced mobility through the iPhone®, BlackBerry® and Android™ smartphones Apps, enabling fee earners to record dictations, attach files and instantly submit to secretarial support from any location. The BigHand system also leverages a market leading server-based Dragon NaturallySpeaking™ Speech Recognition Engine from Nuance. These capabilities coupled with integration to other in-house systems such as OpenText eDOCS, led Corrs Chambers Westgarth to make the strategic decision to select BigHand.

Jon Kenton Concludes:

“After a 12 months analysis of different vendors, we felt confident BigHand would deliver on the same standards as we deliver to our clients. We were impressed with their proven track record and first-



class worldwide presence. The relationships we have with our internal suppliers have to be as long lasting and committed as the relationship we build with our clients, and we look forward to a continuing and successful partnership together.”

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About BigHand

The BigHand Group supports over 150,000 professionals globally, across 1,450 organisations, and is based out of Sydney, London, Chicago and Toronto. BigHand's voice productivity technology combines workflow digital dictation, smartphone applications and speech recognition, helping firms get more done via voice. BigHand is a Microsoft Gold Partner, VMWare Elite Partner, Citrix Ready Technology Partner and Elite BlackBerry ISV Partner. BigHand 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.au