



## NEWS RELEASE

### NLJ 250 Firm, Taft Stettinius and Hollister LLP, Switches Over 300 Users to BigHand for Improved Reliability and Mobility

**Chicago IL, August 15<sup>th</sup>, 2012** - BigHand, the leader in workflow digital dictation and voice productivity technology in the legal sector, today announced that Cincinnati-based firm, Taft Stettinius and Hollister, LLP has upgraded over 300 users from its existing digital dictation system to BigHand software, with a complete roll-out to all 6 of its offices (Cincinnati, Cleveland, Columbus, Covington, Dayton and Indianapolis).

Dawn Sizemore, Director of IT Solutions and Support, explained the firm's business drivers for switching to BigHand voice productivity technology, explaining, *"We had challenges with the previous solution. Dictations were not getting from the handheld to the assistant without a lot of manual work, therefore delaying the completion of work. We were forced to troubleshoot the problems ourselves. It was an overall inefficient process. We had been familiar with BigHand for a couple of years through the ILTA organization and decided to evaluate their solution."*

The firm conducted an evaluation of BigHand, combining its smartphone applications, digital devices and workflow software. Commenting on her experience with the project, Ms. Sizemore explained, *"The pilot went extremely smooth. The lawyers loved the reliability of the BigHand system; it just works. Adding to that, the BigHand Client Services team delivered their solution on-time with no hassle. With such an improvement in the document production process, we made the decision to roll out to all 6 of our offices."*

Taft Stettinius and Hollister LLP is leveraging BigHand's workflow capabilities to share work amongst the office staff, ensuring business processes continue, even when staff are out-of-the-office, absent or on vacation. *"We have seen major improvements in efficiencies, particularly in our Cleveland office. They have been using it since December and the ability to easily move work around means deadlines are not missed and lawyers can get documents to clients on time,"* said Ms. Sizemore.

She went on to discuss the introduction of BigHand's smartphone applications (iPhone<sup>®</sup>, Blackberry<sup>®</sup>, Android<sup>™</sup>), saying, *"Being able to track the status of their submitted dictations was a huge additional bonus point for our lawyers. They found it easy to use and are even finding new ways to use the application to save time. They use it for time entries, filing instructions, short instructions and travel information. I am pretty confident we will see many of our lawyers switching from digital devices to the BigHand smartphone application in the future."*

Brian Clayton, Chief Information Officer for the firm, summed up his thoughts on the switch to BigHand, *"The entire experience was simple, uneventful, which is a good thing, and exceeded our expectations; from the demonstrations at the ILTA conference, through the sales process, design, implementation, training and support. There were no surprises or re-routing of our designed path. There was also no heavy lifting needed from my infrastructure team. I am looking forward to reviewing additional options such as speech to text in the coming months."*

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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](http://www.bighand.com)

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