

Lawyers at leading boutique law firm FAL save hours per week utilising the latest in voice productivity technology from BigHand

Firm delivers increased value to clients in a more timely fashion; enabling them to complete directly with the larger firms

Sydney, Australia, 23rd August 2012 – BigHand, the market leading voice productivity vendor in the legal community, today announced that Melbourne based law firm Francis Abourizk Lightowlers (FAL) replaced its legacy analogue dictation system with BigHand’s enterprise class digital dictation workflow and smartphone technology. The firm immediately realised significant efficiency and time saving improvements, which has allowed them to provide greater value to their clients. This new competitive edge has empowered them to bring on board clients that would typically go to the larger firms.

FAL Lawyers specialises in research & innovation law; they know the importance of investing in leading edge technology to leverage efficiency gains. Since upgrading from their old analogue tape system to BigHand, lawyers at FAL can now instantly send dictations into the workflow from any location worldwide, while having the ability to track the status of the submitted work directly from their smartphone. This has greatly streamlined the dictation workflow, allowing more dictations to be transcribed in a shorter timeframe, eliminating the need to return to the office to hand over tapes.

Ross Horner, Practice Manager at FAL comments:

“The main catalyst to upgrading to the latest dictation technology was efficiency and time saving to become more competitive. Our lawyers have already noticed hours of time saved per week due to the dynamic and easy to use nature of BigHand, and the ability to submit dictations instantly from their smartphone from any location worldwide. This time saving has increased productivity as work is being completed more quickly than before, resulting in responding to the clients in a more timely fashion. In addition, the legacy analogue tape system needed constant maintenance resulting in unplanned expenditure, not to mention having to physically hand over tapes in folders – both of which took notable time out of the lawyer’s day.”

BigHand has been praised for its simple interface enabling a smooth transition from the old technology to the new digital platform. Ross Horner continues:

“The lawyers rarely, if ever, require technical support as the technology is very reliable. Minimal training was required as the interface is extremely user friendly and intuitive, and we’ve had very few support calls related to the smartphone application – in significant contrast to the old system.

BigHand has solidified its position as global market leader in both the top and mid-tier Australian legal markets with 9 of the top 10 legal firms (75% of the top 40) choosing BigHand, as well as a large and growing percentage of boutique firms; providing a competitive advantage to all firms large and small alike. FAL is a key example of a boutique firm using the right technology and smart business apps to leverage their existing investment in smartphones, and enabling them to compete directly with the larger firms.

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About BigHand

The BigHand Group supports over 150,000 professionals globally, across 1,400 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