



Case Study

Slater & Gordon

Top 10 Australian Law Firm Slater & Gordon Switches to BigHand Voice Productivity and Rationalise Systems, Staff and Costs to Provide the Highest Level of Service to their Growing Client Base

Slater & Gordon has handled some of the most complex and widely publicised cases ever undertaken in Australia. Courage and commitment to justice has made it one of the most successful and well known plaintiff law firms. Established in Australia more than 75 years ago, Slater & Gordon has built a powerful reputation as a law firm that achieves the best outcomes for everyday people, professionally, affordably and conveniently. Today the firm offers its broad range of legal services at more locations than any other law firm. The general legal services it offers include personal injury claims, family law, wills & probate, commercial disputes and litigation, and business advisory services.

The Challenge

Slater & Gordon identified inefficiencies with the antiquated dictation system, which comprised multiple dictation platforms from standalone to workflow based solutions. With such a diverse spread of offices and staff throughout Australia, the multiple systems were proving increasingly difficult to manage and was costing the firm time and money. A merger with Keddies in 2011, who were already using BigHand prompted an evaluation of dictation technology, and the decision was made to replace all other dictation platforms with BigHand Voice Productivity. This strategy was fundamental to achieving a consistent and reliable dictation platform to manage future growth. The firm wanted an enterprise system that not only gave them the ability to centrally manage a dictation solution, but it had to be scalable to accommodate exponential growth the firm was undergoing. It also required the added capability to use the technology as a management tool to measure the utilisation of staff from any location - thus enabling the firm to better manage resourcing costs.

Jonathan Pangrazio, General Manager - Information Technology, comments:

"We are always looking for ways to increase efficiencies and make life easier for the lawyers to service their clients. Our merger with Keddies highlighted the need to rationalise our dictation systems and we realised the benefit to the firm, staff and our clients in switching to the BigHand solution firm wide. We not only required a solution that could accommodate future growth and could be leveraged to increase productivity, redistribute and manage work more efficiently, and reduce costs; but also required a system that could provide management information to analyse usage and monitor transcription times."

Why BigHand Voice Productivity?

- Advanced workflows, speech recognition & smartphone capabilities
- Comprehensive and on-going sales, support and implementation
- Transparent management reporting with BigHand Analytics
- Popular with lawyers & support staff
- Easy to use & reliable
- Increased client service through productivity gains
- Reduction in staffing costs
- Save on hardware costs

The BigHand Solution

BigHand Voice Productivity provides Slater & Gordon with a more streamlined and centrally managed digital dictation solution to enable staff to complete tasks much more quickly and make the work of lawyers and support staff easier to manage. It enables lawyers to share, prioritise and track their voice dictations from any location, and also empowers administrative teams and typing pools to work more effectively through better task management and transparency - ultimately resulting in faster document turnaround.

Jonathan Pangrazio continues:

“BigHand has been a key tool in our strategy to rationalise systems and has been instrumental in lowering firm costs through a better managed document workflow. Greater transparency has enabled us to evaluate capacity to reallocate or reduce the number of resources required in particular offices.

We have been greatly impressed with the complete implementation process and ongoing relationship and support from BigHand. The way the BigHand team engaged with us has added great value to the project as we can rely on the system and people involved to provide us with the best possible end user experience. We see the partnership between ourselves and BigHand as one that will help us future proof systems and grow as a business.”

Big Benefits

Slater & Gordon have seen the benefits of implementing BigHand filter into many departments within the firm. BigHand Analytics - a reporting tool which allows you to view reports in the popular Crystal Reports format, has been invaluable in assessing and helping to identify offices and departments that require the most administration cost allocation, and this has enabled these costs to be more tightly managed.

Jenny Williams, NSW Administration Manager comments:

“BigHand Analytics has given us the visibility to assess each office’s administration requirements to better allocate resources. Granular reports are produced in BigHand to indicate where and when the most support is required and where the busy transcription hours of the day are. This helps us better manage the peaks troughs and more effectively utilise our two typing pools in NSW and Melbourne. We can also measure typist success using the Performance Index – a metric that calculates secretarial performance using file length and transcription time – which has greatly increased efficiency and improved document turnaround time.”

From a support perspective the headaches associated with the previous system have been removed allowing internal IT at Slater & Gordon to focus on more business critical tasks.

Jonathan Pangrazio continues:

“BigHand is a hassle free solution, offering first rate resilience and scalability, and requires little if any first-line support our end. Both Lawyers and support teams comment that the interface is easy-to use and intuitive, allowing them to get through work quickly and accurately. BigHand was installed quickly and easily and users were trained in a 20 minute course. It was a seamless migration, and a very quick win for the business.”

Slater & Gordon is now looking to leverage its existing infrastructure and maximise its BigHand investment by introducing the BigHand for smartphone app. This will enable their lawyers to submit dictations into the workflow from any location whilst tracking its progress. Speech recognition – the ability to convert dictations into accurately transcribed text – is also being considered to further rationalise the typing pools

“BigHand has been a key tool in our strategy to rationalise systems and has been instrumental in lowering firm costs through a better managed document workflow. Greater transparency has enabled us to evaluate capacity to reallocate or reduce the number of resources required in particular offices.”

The BigHand Group supports over 160,000 legal and healthcare professionals globally, across 1,500 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.

Sydney, Level 23, 400 George Street Sydney, NSW, 2000, Australia | T: 1300 662 948 | enquiry@bighand.com.au | www.bighand.com.au