

Bell Lawyers Decrease Document Turnaround Time by 50% With BigHand Speech Recognition and Smartphone Dictation App

Leading Sydney based firm automate document creation to increase productivity and provide a more efficient service to their clients in and out of the office

Sydney, Australia, 24th December 2012 – BigHand, the leading voice productivity vendor, supporting over 160,000 professionals globally, today announced leading Law Firm in Western Sydney, Bell Lawyers has reported a significant increase in document output as a result of implementing the latest BigHand Voice Productivity technology. The firm swapped out its standalone dictation equipment to upgrade to a more sophisticated platform enabling the firm to utilise speech recognition and mobile dictation, saving time and producing documents in a quicker time frame for their clients.

Michelle Camilleri, Client Service Manager at Bell Lawyers comments:

“We wanted to identify new technologies to help the firm deliver a more efficient service to our growing client base. We chose BigHand as they came highly regarded by the majority of the top firms in Australia, and presented us with a scalable solution and competitive pricing model. Also as a growing mid-sized firm we require around the clock support which BigHand can offer direct without using any third parties.

Initial feedback from the staff is extremely positive. BigHand provided us with a quickly adopted solution and the staff praised the easy to use interface, simple training and increased functionality. Even the more change-adverse lawyers who were apprehensive with using speech recognition, commented on how accurate and effective the technology was, with the benefits instantly recognisable.”

Michelle Continues:

“From my experience with the technology BigHand's speech recognition has increased document output by 50%. 5 letters now get done in half the time. Doubling document turnover has resulted not only in time saving but also enables us to get more work done in much less time.”

Andrew Bell, Managing Partner comments on his experience with BigHand:

“Having the ability to dictate on-the-go has revolutionised the way myself and the other staff work remotely. Without the BigHand smartphone app, it would have been very difficult and time consuming to get work turned around on my recent trip to Europe. Instead BigHand enabled me to instantly send dictations into the workflow so work was turned around in a matter of hours rather than waiting weeks until my return.

Overall we are extremely pleased with BigHand and the support we have received from the BigHand staff. Roll-out was fast and easy and training was simple with many of the administrative staff easily teaching others how to use the system”

-ENDS-



About BigHand

The BigHand Group supports over 160,000 professionals globally, across 1,500 organisations, 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 lawyers to use their voice to get more done while improving operational efficiencies and reducing overhead costs. Further info is available at www.bighand.com