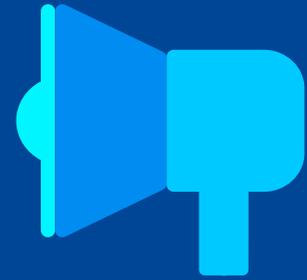


News release

To keep winning, you must keep improving - BigHand retains the number one positions for dictation and template management categories in the 2019 ILTA Technology Survey



Date: November 2019

BigHand secures its position as the preferred legal technology partner in the US, taking the number one spot in two categories of the latest ILTA Technology Survey.

With the release of the ILTA Technology Survey earlier this week, BigHand celebrates another year of success having been named the number one product in not one, but two separate categories. For the fourth consecutive year, BigHand has been voted the number one digital dictation solution, used by 29% of participating firms including 45% of firms with over 150 attorneys, and the vast majority (72%) of firms with over 700 attorneys. For the third consecutive year, BigHand Create retains its position as the market leading template management product, used by hundreds of law firms in North America.

In an ever evolving and highly competitive landscape, the release of the 2019 ILTA Technology Survey cements BigHand's position as the go-to provider of legal productivity software and document creation tools to law firms of all sizes. In addition, BigHand is celebrating fantastic results for client service. Year-to-date for 2019, BigHand has attained a customer satisfaction score of 99%, and "world-class" Net Promoter Score of 88 that places them among a list of top customer-centric companies globally.

Eric Wangler, President of BigHand North America comments, "Our vision is to be the industry leader for our evolving range of solutions, and we're thrilled to once again come out on top in ILTA's prestigious report. This year's results reflect the quality, reliability and usability of the solutions we develop, the value that they deliver to our clients and the passion and care we take in supporting our customers. They say winning never gets old, and we could not agree more!"

To find out more about BigHand's voice solutions or document creation tools, and how they integrate seamlessly together so users can create legal documents from dictations in just seconds, visit bighand.com or email inquiry@bighand.com.

About BigHand

BigHand is a software company offering a range of voice, workflow, document creation, BI and financial planning solutions that help customers achieve more in less time. BigHand currently has over 545,000 software licenses in use across 3,000+ global organizations.

BigHand's products are HIPAA compliant to protect the privacy and security of protected health information (PHI) as defined in the HITECH Act as well as being ISO27001 certified.

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