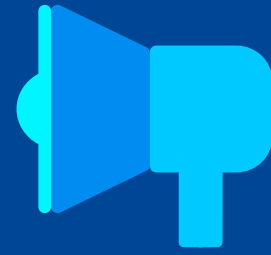


News release

No accident: Leading workers' compensation firm drives flexible working for attorneys with BigHand Professional



Date: December 2019

Martin Law is one of the leading workers' compensation law firms in Pennsylvania, with over 40 years of experience and 8 attorneys certified as a specialist in the practice of workers' compensation law by the Pennsylvania Bar Association's Section on Workers' Compensation Law as authorized by the Pennsylvania Supreme Court. The firm is relied upon for its industry knowledge, with its attorneys having co-authored multiple editions of the Pennsylvania Workers' Compensation Practice and Procedure Handbook.

As part of a larger efficiency drive, the firm decided to replace its previous on-premise dictation technology and hand-held devices, with BigHand's cloud-based digital dictation solution, BigHand Professional.

Christopher Jones, Chief Technology Officer at the firm explains, "We work in a very competitive area of law, and in order to stay ahead we have to ensure we offer leading industry knowledge as well as first-class client service delivery."

"We identified an area of improvement with our attorneys' dictation turnaround. Previously, the attorneys would have to wait until they were at home or in the office to upload dictations and send to their support staff for transcription. This could sometimes take days, as our attorneys spend most of their time on the road visiting clients."

With BigHand Professional, attorneys can create dictations via the BigHand Go app on their mobile phone, and send to their support staff straight away, when out of the office. They can also select different priority levels when sending dictations, so support staff can focus on urgent work first, and better manage their workloads.

Christopher continues, "The fact that BigHand Professional is hosted in the cloud, really appealed to us. From a business continuity standpoint, our attorneys can continue to do their job, even if the office happens to be closed."

"After an initial demonstration, we decided to trial the solution with a couple of attorneys, who were impressed with how easy the technology is to use, and how streamlined the dictation-to-transcription process is. We have since rolled out BigHand Professional to all our attorneys, who are benefiting from reduced turnaround times and increased flexibility, and not having to worry about carrying a dictaphone around with them – which in turn has reduced our hardware costs."

He concludes, "With BigHand Professional in place, our attorneys can dictate on the go, allowing them to focus their time on case work. Our support staff can also prioritize their workloads easier, and provide first-class service to our attorneys, which in turn ensures first-class service for our clients."

About BigHand Professional

BigHand Professional makes dictation easy, cost effective and secure on your desktop, smartphone, or tablet. It is the ideal solution for small and medium organizations due to the combination of subscription pricing, minimal IT requirements, smart workflow options and mobility benefits.

For more information, please contact:

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