

# WINTER RULE CASE STUDY

WINTER  
RULE



CHARTERED ACCOUNTANTS  
BUSINESS ADVISORS

## Accounting firm dictates greater efficiency via BigHand3 software

July 2007

*Alan Brownscombe, Partner at Winter Rule, the leading chartered accountants and business advisors in Cornwall, illustrates how the 70 user rollout of BigHand digital dictation workflow software across their three offices around Cornwall has increased the firm's efficiency in just a few short months.*

"Our core business revolves around the service we provide to our customers, much of which is correspondence in letters or documents produced by our accountants/advisors through dictation.

Using analogue tape machines creates a number of problems within accounting firms such as Winter Rule. The concerns we faced included the inflexibility tapes presented; the

near impossibility of work sharing, unnecessary temporary cover costs to ease peaks of work and the inefficient use of staff resource."

"Our frustrations with tape machines and the realisation that the use of a digital system has advantages that far supersede the costs, led to our decision to deploy BigHand3, the well known digital dictation software for professional service firms. Opting for BigHand over other vendors we assessed came about after research into each of the vendor's offerings."

"On the exterior, it was hard to identify many core differences amongst the different systems; however BigHand proved to be a far more sophisticated solution and with impressive coverage in the UK. BigHand came highly recommended by our clients in the legal field who have used BigHand since 2005. BigHand could also demonstrate a path to

achieving our specific objectives within Winter Rule, through project planning, implementation, support and maintenance of BigHand3. They are one of the only vendors who supply as well as develop their own system and as such have great insight and expertise. The software itself was also intuitive and easy to use, could allow for home or remote working, and was costed at an affordable price."

"Since implementation in January we have not needed to hire any temporary staff to cover transcription of our documentation. The temporary cover had unnecessarily cost the company up to £700 a week. BigHand3 provides authors with the flexibility to dictate remotely and secretaries the opportunity to work from home. A few months ago when one of our more experienced secretaries' sister fell ill, she requested to work from home which was now possible with the new system. This worked very well for the secretary and the company thereby opening a window of opportunities for the future in home working."

"We are very impressed with BigHand overall. The implementation and assistance was excellent. Project planning was good, and steps have been taken to ensure all went according to plan and our goals could be achieved. I have no doubt the company will continue to deliver and that our decision to move to digital dictation was a move to ensure we remain as successful as we have become, through continuous improvement of our business practices."

Objective	Achieved
Flexible Working	Yes ✓
Improved Efficiency	Yes ✓
Clarity	Yes ✓
Reduce/Eliminate Temps	Yes ✓

### About BigHand

BigHand is a leading digital dictation vendor, supplying, implementing and supporting the BigHand3 product to more than 500 organisations in the UK, Europe, North America, Australasia and South Africa. Voted "Highly Commended" for the "Best of Breed System of the Year 2007" at the Legal Technology Awards, and nominated as one of the fastest growing technology companies for both 2005 and 2006 at the Microsoft Tech Track 100 Awards, BigHand successfully provide a workflow solution to the legal, healthcare, property and financial markets. For more information visit [www.bighand.com](http://www.bighand.com).