

LAMBERT SMITH HAMPTON INCREASES OVERALL EFFICIENCY WITH BIGHAND3

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**Karen Evans,
Office Manager,
Lambert Smith Hampton**

OBJECTIVES ACHIEVED WITH BIGHAND3

Improve Flexibility	✓
Decrease Turnaround Times	✓
Improve Remote Working	✓
Increase Secretarial Efficiency & Work Sharing	✓
Save on Unnecessary Costs	✓
Improve Management of Resource	✓

OVERVIEW

Lambert Smith Hampton (LSH) is a commercial property consultancy providing market-driven solutions for clients in the public and private sectors. With 30 offices across the UK and Ireland, the company provides a broad range of professional services and advice, based on expert local knowledge. Due to the nature of its business, the creation and transcription of dictation is a critical business process and a daily requirement of almost all Lambert Smith Hampton staff.

FRUSTRATIONS WITH OLD SYSTEM

Using analogue tape dictation to produce documentation was both inflexible and inefficient. The speed of document turnaround for clients and the inability for those away from the office, such as surveyors, to access the system were key constraints. Remote working was vastly restricted because of the need to physically return tapes to the office or to the relevant secretary for transcription. Efficient use of secretarial capacity was also a key area for improvement as tape dictation made work sharing impossible.

WHY DIGITAL DICTATION

LSH took the decision to resolve these business issues through the deployment of digital dictation software to enable surveyors and managers to produce documents in the fastest way possible.

Secretaries now have instant access to dictated work, provided LSH have given them the relevant access levels.

The company carried out an intensive analysis of digital dictation vendors, before selecting BigHand3 from BigHand. The company was chosen, over Winscribe, for its approach to deployment, product stability and functionality partnered with its experience and thorough “start to finish” service.

Ben Hunter, Associate Director at Lambert Smith Hampton, explains, “I have been

aware of digital dictation and its benefits for a number of years. I had used digital dictation in previous employment and after joining Lambert Smith Hampton in 2003, I realised there was a need for the software and we wanted to use it. Competitors were also using digital dictation and my wife, a lawyer at Hay & Kilner in Newcastle, had sung the praises of BigHand. We initially implemented the software over four offices and since then have not looked back.”

BIGHAND

BigHand3 enables surveyors to work remotely, dictating while on location, and sending the voice files with allocated priority directly to the chosen secretary or secretarial group for transcription. Surveyors also have access to BigHand’s system through the Email Gateway as a means for real time remote working. BigHand digital dictation provides the ability to email, phone or upload dictations from anywhere in the country, be it from the user’s home, office or while on the move. This means work is routed immediately to the relevant secretary for transcription.

Karen Evans, Office Manger at LSH Birmingham, explains, “The Birmingham office was the first large LSH office to roll out BigHand3 to all departments. We have found that the system has massively increased work sharing between secretaries resulting in much faster document turnaround. Better work sharing has also enabled large cost savings as temporary cover is no longer needed. We have saved roughly £3K in temping costs in the last couple of months alone. I am certain that these savings, along with other cost eliminations, will be substantial at the end of this financial year and represent a visible return on our investment in BigHand3.”

Hunter adds, “Secretaries work share very easily. In the past we have had to hire temporary staff to help with our work loads when secretaries have been off ill or on holiday. We have not had the need to employ temps since the introduction of BigHand. The system has paid for itself again and again; it is one of the best investments in a software product seen deployed at the company.”

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Ben Hunter, Associate Director, Lambert Smith Hampton



EFFICIENCIES ACHIEVED

Overheads have been reduced through the encouragement of transcription to be done at economically advantageous locations. Experienced secretaries have benefited from having more time to complete business focused tasks. LSH has experienced a distinct competitive advantage since the deployment of BigHand3 by providing better and faster client service – a key ingredient in LSH's market leading status within the UK and Ireland.

Hunter comments, “The secretaries benefit from the software as they can manage their time better because dictations are now broken down into smaller chunks and then prioritised accordingly. For remote working options we use BigHand's Email Gateway module which allows us to work in real time and not tediously wait for next day work completion. I can now work from the comfort of my home quickly and efficiently - enabling better organisation and faster document turnaround.”

Evans says, “Authors enjoy the freedom and flexibility BigHand3 provides to work remotely. Secretaries are particularly impressed by the fact that dictations with BigHand3 come with allocated priorities. Important dictations are therefore completed quickly and accurately, and employees are better equipped to manage their workload efficiently. I am thus far very impressed with BigHand as a company and the competitive product they provide.”

LSH's employees have found the product easy to use, with over 200 of LSH staff using it effectively. BigHand3 is completely stable and has been able to scale to the company's needs. LSH piloted the software in a few offices initially, and now runs the software across five office locations through a central server.

RETURN ON INVESTMENT

LSH no longer needs temporary cover to ease transcription workloads, demonstrating a substantial return on their investment in BigHand3.

Hunter said, “BigHand has made the project in LSH a success through their professionalism, service and support. The software has never crashed or faltered. LSH are a large company and I am thankful to BigHand for their understanding and competence in implementing this software across the different offices. BigHand3 is a good bit of software, it speaks for itself. The combination of BigHand as a fantastic company and this workflow improvement software is a winning combination.”

FUTURE

LSH plans to roll out BigHand3 across all of its offices as a result to its initial success. LSH will also be exploring better work sharing amongst all office locations.

Hunter comments on LSH's future plans for digital dictation, “We definitely want to pursue working across different offices across the country as we have had massive success working across departments.”

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. Winner of the regional award for “Best use of Technology in Business” at the National Business Awards 2007 and Voted “Highly Commended” for the “Best of Breed System of the Year 2007” at the Legal Technology Awards, BigHand successfully provide a workflow solution to the property industry. For more information visit www.bighand.com.

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