

Mini Case Study

02 April 2007

Leading Independent Financial Advisers Report 100% Workflow Improvement with BigHand3

2 April 2007 – Pharon, leading Independent Financial Advisers in Kent, reported a 100% workflow improvement with BigHand3, the award-winning digital dictation workflow solution. The firm originally used analogue tape machines for dictation which did not foster good relations internally as they restricted work sharing between secretarial staff. BigHand3 is deployed across more than 450 organisations worldwide.

Elizabeth Rule, a Director at Pharon commented: “The need for a digital dictation system such as BigHand3 became apparent when our secretaries were swamped with work. Tapes obviously cannot be split and therefore overloaded secretaries could not get help from others, inevitably causing friction in relationships as pressure and deadlines approached. We needed a method to smooth the peaks and troughs of document workflow, and BigHand3 clearly met our needs better than all other solutions we were considering.”

As a result, workload backlogs and delays were also evident, however, since the roll out of BigHand3 in September 2005, Pharon have experienced complete visibility of their document dictation and transcription process. Backlogs have been eliminated through the use of product features such as:

- The ability to set priorities and ‘Due By’ dates for dictations
- The “drag and drop” function that allows administrators to allocate work instantly and fairly to secretaries

Craig Oliver, the Business Support Manager commented: “We are very happy in our decision to switch to a technology that clearly has improved our documentation process. BigHand3 has facilitated harmonious working and equality between our employees. All groups have embraced it openly and have commented on how their workloads have been eased because of it. BigHand technical support is swift and provides us with a complete service. We find BigHand are leaps above their competitors. We have used their technology for almost 2 years without any hiccups and therefore see BigHand as a company that is flexible enough to grow with our company over the years to come.”

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