

Case Study

Australian Law Firm Becomes More Productive Using Dictation Solution on BlackBerry Smartphones

**Arnold Bloch Leibler
Lawyers and Advisors**

Company: Arnold Bloch Leibler is a law firm based in Melbourne and Sydney, Australia specializing in commercial law.

Industry: Legal

Region: Asia Pacific

Company Size: Medium Enterprise
- 230 employees

Email Environment:
Microsoft® Exchange

Type of Solution: Digital Dictation

BlackBerry® Alliance Partner:
BigHand Mobile

Challenge

When it came time to update their tape-based digital dictation system, this law firm realized that a digital solution was the best option. More importantly, they understood the productivity improvements that could be gained by implementing the right solution for them.

Solution

Arnold Bloch Leibler deployed BigHand Mobile for BlackBerry smartphones on 100 of its attorneys' BlackBerry smartphones. The application is designed to allow lawyers to dictate directly into their BlackBerry smartphones. The digital file is then wirelessly transferred to an administrative center, where it's transcribed.

Arnold Bloch Leibler's Results:

- Helps lawyers to be more productive and efficient
- Increased effectiveness of business process
- Outdated tape dictation machines are replaced by digital dictation software
- Workflow improvements help speed up turnaround times



The Challenge:

Boost Law Firm's Efficiency

Arnold Bloch Leibler (ABL) know the mobile office is mandatory for any competitive business plan. With their lawyers moving between offices, courthouses and clients, the legal team needs to be able to work from almost anywhere with access to important business tools and information.

When ABL decided to equip their lawyers with BlackBerry smartphones to enable on-the-go access to email and personal information management, they soon realized how effective a business tool it was. This prompted the upgrade of their tape-based dictation system – the tool lawyers use to dictate documents, memos and instructions. A BlackBerry smartphone-based solution just seemed to make sense.

ABL required a wireless dictation solution for BlackBerry smartphones that would allow lawyers to dictate from almost anywhere they are working. They envisioned implementing a digital process that would help boost the firm's efficiency.

Why the BlackBerry Solution?

"When PDA's (Personal Digital Assistant's) were introduced at ABL, we had almost every kind of device," says David Leong, Director of Information Technology. "Supporting these devices from an IT perspective was extremely challenging for our helpdesk and the devices used weren't really achieving what the end users wanted."

Leong decided to standardize on the BlackBerry solution because he says, "The BlackBerry solution delivered the information our users wanted in a simple way. And, from a support perspective, it has all the security, manageability and central control in one place - the BlackBerry® Enterprise Server."

The BlackBerry solution also gave the firm's lawyers access to the information that drives most businesses – email, attachments, contacts, calendars and task lists.

Leong also realized that, by choosing, the BlackBerry solution, he could leverage the platform for future business needs. In particular, he knew that when they wanted to deploy mobile applications, the BlackBerry solution was built to support that kind of growth.

"We felt that if we could have BlackBerry smartphones handle some key business applications, we would reduce the need for laptops when people are away on business," he says. "Their BlackBerry smartphones would fill the gap whilst lawyers are on-the-go between their desktop computer and the computing facilities available at their destination."

"The BlackBerry solution has changed the way people work. It's given our lawyers more freedom and flexibility to work, so they're not bound to an office, which makes our firm more efficient."

~ DAVID LEONG, Director of Information Technology, Arnold Bloch Leibler

How it Works:

Company: BigHand Mobile

- BigHand Mobile is involved in digital dictation technology
- They supply software to customers in the UK, North America, Australasia, Europe and South Africa

Featured Product: BigHand Mobile for BlackBerry smartphones

- BigHand Mobile is installed over-the-air onto BlackBerry smartphones
- The user can record, edit and submit dictations using this application, which utilizes features like the trackball and convenience buttons
- The solution is designed to upload dictations over the mobile data services channel via the BlackBerry Internet Service or the BlackBerry Enterprise Server

Application Type: Digital Dictation

ABL Enjoys Productivity and Process Improvements with BlackBerry Smartphones

ABL deployed BigHand Mobile for BlackBerry smartphones to give their lawyers the ability to dictate documents, record calendar notes and keep verbal notes-to-self from their BlackBerry smartphones. This move has replaced the less reliable tape machines and the need for tapes to be physically delivered to transcription desks.

The solution has all the workflow built into it. That means once a dictation job is completed, it's automatically routed to the person assigned to transcribe it. The solution also has a desktop dashboard that tracks the movement of jobs, turnaround times and work that is outstanding.

"The ability to monitor the status of your dictation job is a great benefit," says Leong. "Not only are our turnaround times three to four times faster for transcriptions, we no longer have tapes containing confidential information floating around the office that we can't track."

The new workflow has helped improve the overall process at ABL. Now, this Australian office has transcriptions in-sourced from their Sydney office to their transcription and editing team in Melbourne, which helps share the workload and improve staff utilization.

The solution has also created efficiencies in the way lawyers work. They can conveniently record case notes, or even notes to themselves, as these come to mind. And they are no longer tied to an office to dictate, which means they're more productive in their days.

"In the past, lawyers thought there was no point dictating a short note or action items because of the turnaround times," says Leong. "Now, they see how quickly things are moving and realize the advantages of managing their action items on their BlackBerry smartphones."

Arnold Bloch Leibler's Results

Helps Lawyers to be More Efficient and Productive: With the ability to dictate almost anywhere at virtually anytime, without having to come into the office, lawyers can conveniently record case notes, or even notes to themselves, as they come to mind.

Makes Dictation a More Effective Business Tool: Lawyers are encouraged to dictate rather than type, and ABL's lawyers are finding this solution so easy to use, that they are dictating more notes and action items to themselves, which helps manage their workload.

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Replaces Outdated Tape Dictation Machines with Digital Dictation Software: ABL used the BlackBerry solution to update an outdated dictation system which improved internal processes and provided efficiency gains.

Process Improvements: The turnaround times are now three to four times faster using the built in workflow, and the workload can be shared between two offices.

"The BlackBerry solution helps our firm be more efficient because our lawyers realize it's far easier to dictate everything than to type when they're on the go."

~ DAVID LEONG, Director of Information Technology, Arnold Bloch Leibler

Certain features outlined in this document may require a minimum version of BlackBerry Enterprise Server, BlackBerry Desktop Software, BlackBerry Device Software and/or additional RIM/BlackBerry software. Check with service provider for availability, roaming arrangements, service plans and features.

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