

# Mini Case Study

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## Accountancy firm realise 20% improvement within first month through BigHand Digital Dictation Software

Roffe Swayne, an independent firm of Chartered Accountants in Surrey with a 75 strong team, has reported a 20 percent improvement in efficiency within the first month of rolling out BigHand Digital Dictation in August this year.

With the high replacement and maintenance costs of their outmoded analogue tape system in mind, Jeremy Rogers, IT manager, was pleased to move to BigHand3, an award winning digital dictation workflow solution developed and customised for accounting firms. The firm recognised the peaks and troughs in workflow, inherent with tape-based analogue systems, was not conducive to efficient working practice and therefore restricted productivity within the firm.

Jeremy commented, "Dictation was like a dam that kept filling and when the walls inevitably broke at the end of the month, our secretaries were flooded. However, at other times, secretarial resources were not being fully utilised – workflow was unpredictable; client service was being affected. Now each item of correspondence is being individually submitted, as dictated, to the work list. It has smoothed out some of the peaks previously caused by a large tape arriving with numerous letters on it."

Following the firm-wide rollout, the fee earner to secretary ratios improved by 20 percent, from 20:5 to 25:5, enabling an increase in the number of dictations being created and transcribed with no increase in administrative resource.

"We fully expect to increase the fee earner to secretary ratio by a further 40 percent to ratios of 40:5 within the next few months as some of our team who were reluctant to use the old, manual tape systems adopt the new system" said Sharon Ward, Roffe Swayne Partner.

Other efficiency gains the firm obtains through BigHand include:

- Smoothed workflow throughout the month and faster document turnaround as dictations are automatically submitted for transcription.
- Flexibility of secretarial resources due to the remote working feature, allowing secretaries to work during school holidays from home.
- Greater remote working flexibility as the partners make use of the BigHand3 Telephony feature, which allows for dictations to be sent directly to the secretarial pool via mobile phone.

Jeremy stated: "BigHand Digital Dictation is not rocket science, it allows for simple point-and-click solutions for accountants. I would advise any accounting practice dictating internally to take a look at the system."

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For more information, visit <http://www.bighand.com> or contact Dan Speed, Head of Marketing, BigHand, +44 20 7940 5945