



BigHand Professional





Does your organisation:

1. Want to increase profitability?
2. Want to improve productivity?
3. Want to speed up document production?
4. Want technology that's flexible and scalable?
5. Want to continue using existing hardware devices?

BigHand Professional is our entry-level solution that delivers our award winning Digital Dictation and Speech Recognition technology to over 650 organisations. BigHand Professional gives you access to enterprise-quality voice productivity technology without any infrastructure or support requirements - and without the need for a large upfront investment.

The Facts



BigHand Professional makes Dictation easy, cost effective and secure on your desktop, smartphone, or tablet. It is the ideal solution for small and medium organisations due to the combination of the subscription pricing, minimal IT requirements, smart workflow options and mobility benefits.

BigHand Professional can be downloaded and installed over the Internet and there's no need for any costly server or database software. All setup and maintenance is carried out by the BigHand team, which means you can concentrate on your customers.

Our History



BigHand was established in 1996 and now directly supports more Digital Dictation users than any other provider in the industry. We currently have over 545,000 software licences in use across 3,000 global organisations.

BigHand initially specialised in Digital Dictation technology within the legal market but by working closely with clients and responding to changing market demands, we have been able to successfully diversify both our product portfolio and the industries we service. We now offer voice, task delegation, document creation and workflow solutions - as well as a range of mobile and tablet apps - that all work together to help busy people get more done.



The Technology

Key features

- Record and send Dictations from your desktop, smartphone or tablet
- Send Dictations to your support team or to the BigHand Speech Recognition platform for transcription
- Prioritise your most urgent tasks and set progress alerts so that you can be sure your work is always completed on time
- Attach documents, photos or important links to your Dictations
- Monitor the progress of all of your tasks in one place and in real time
- Work in more than one language whilst continuing to improve your individual accuracy using our multi-lingual Speech Recognition tool



How it works

BigHand allows users to create documents, delegate tasks, capture billable time and create meeting notes quickly and efficiently using Digital Dictation.

Use BigHand to Dictate:

- Documents
- Task delegation
- Time and billing
- Meeting notes

Transmit securely via:

- Any Smart Phone
- Digital Dictation device
- iPad

Customise your workflow:

- Send to your admin
- Assign to a transaction pool
- Transcribe via Speech Recognition

Maximise efficiencies:

- Prioritise work
- Redistribute workload
- View task status

Streamline processes to:

- Standardise documents
- Create firm-approved templates
- Capture more billable time

Maximise productivity:

- Work in the office, at home or use our mobility tools to work from anywhere, anytime!

The Security

The BigHand Professional Secure Cloud



BigHand Professional Edition is a hosted solution that's housed in BigHand's secure cloud. This shared platform is perfect for firms who have standard workflow requirements and do not need the functionality of a dedicated platform.

BigHand Professional gives you access to BigHand's award-winning workflow software, mobile and tablet apps and the option of hosted Speech Recognition - all via our completely secure infrastructure. We have datacentres in the UK, Germany, Australia and the USA.

You will connect into BigHand Professional via the Internet giving you instant access to all of your dictations from wherever you are.

Encryption

Your data is completely secure, being stored and transmitted securely with SSL 256-bit AES encryption.

Compliance

Alongside our HIPAA compliance, BigHand is ISO27001 certified, which means that all people, information and systems used in BigHand Professional adhere to the rigorous standards outlined by the International Organisation for Standardisation.

Reliability

All data centres provide a 99.9% availability with any planned maintenance taking place outside of working hours.

Access governance

All of our data centres are guarded 24 x 7 with onsite security guards and real-time camera and door access correlation to track movement through every door.

Application security

BigHand Professional uses strong passwords set by the user, account lockout after several failed attempts and encrypted communications to secure the BigHand application.

Permissions and rights

BigHand ensures your work can be accessed by the people who you want to see it, and not by those you don't. This is all done using logical routing via your dedicated workflows and ensuring all work is restricted to access only within your organisation.

The Speech Recognition Feature

Speech Recognition is the conversion of the spoken word into text using technology. With BigHand Speech Recognition, busy people can use their voice to increase the amount of work they can process and as a result, can dedicate their time to higher-value tasks.

BigHand Speech Recognition integrates with Dragon NaturallySpeaking™ SDK is hosted in BigHand's secure cloud infrastructure and is embedded within the BigHand Professional software. You can use the Speech Recognition option to transcribe your Dictations automatically as a supplement to in-house transcription personnel or to give you an alternative solution if your administration teams aren't available.

Dictations sent to BigHand Speech Recognition are 98% accurate and are returned to the author within a matter of minutes.

The Big Benefits of BigHand Speech Recognition

- **Easy to use** on your smartphone, tablet or recording device
- **Save time** by not having to wait for manual transcription or be physically located in the office to approve work
- **Highly accurate** by creating a personalised voice profile that adapts to your voice and diction
- **Available 24/7** so you can work anytime and from anywhere
- **Better use of resources** by freeing up administrative teams to focus on higher value tasks
- **Ensure security** at all times with 256-bit AES encryption

The Mobility Feature

With BigHand mobility, you can Dictate anywhere and at any time. As well as from your desktop, you can use BigHand Professional from your smartphone or tablet, which means you can remain equally as productive when working away from the office.

BigHand mobility means you can make the best use of your time and can stay on top of your workload - regardless of when and where you decide to work. You can send your work back to the office or to BigHand Speech Recognition for automatic transcription and are also able to track any dictations remotely.

The Big Benefits of BigHand Mobility

- **Maximise your time** and continue working from home or while travelling
- **Increase efficiency** by reducing turnaround times, which in turn improves the speed at which you can respond to your clients
- **Manage your workload** by having visibility and the ability to track all tasks - even when you're away from the office
- **Work smarter** by allocating and delegating tasks, responding to clients more quickly and ultimately being more profitable
- **Remain productive** even if you lose access to your office or office systems



The Big Benefits of BigHand Professional

- Access enterprise-level technology on a subscription-based pricing plan
- Save time with quick installation, set up and minimal training requirements
- Work at any time and from anywhere with mobility apps as standard
- Achieve significant cost savings over other on-premise solutions
- Improve productivity with BigHand Speech Recognition by reducing the amount of manual transcription work
- Have confidence that your Dictations are completely secure at all times
- Spend your time focusing on higher value tasks that directly impact your customers

The Feedback

"The support staff at RCDM loves BigHand. They enjoy how easy the software is to understand and use and they've become more effective because each day's workflow is expedited."

Kristina Rowley, Firm Administrator,
Renaud Cook Drury Mesaros, PA

"I have to be honest in saying that I think this is the best Dictation system that we have had. Now if I see a Dictation from someone that's 15 minutes - it's really a 15 minute Dictation as SR transcribes it. It would have taken me 35-40 minutes to do the same work with our old system."

Courtney Haug, Medicaid and Veteran's Benefits
Case Manager, Stubbins Watson & Bryan Co.

"We tried other products in the past but they were in no way as efficient or as accurate as BigHand. Speech recognition has made a significant impact to our daily working practices and improved productivity across the firm. The software is extremely user friendly and responsive which meant everyone here was able to adapt to this new way of working really quickly which was great."

James MacGuill, Partner, MacGuill & Company

"BigHand just makes sense for us. Attorneys are no longer tied to their desks or even their offices."

Fran Lawler, IT Director,
Dilworth Paxson

"It's a great system and we particularly like the fact that training is offered via webinar. We've also have very good communication with the technical support team at BigHand and have spent valuable time with the team implementing the new system."

Carolyn Lyford-Brady
Office Manager, Saunders
Robinson Brown

**Chicago
USA**

125 S. Wacker Drive
Suite 300
Chicago, IL 60606

T +1 312 893 5906

F +1 312 893 5505

**Temecula
California**

42690 Rio Nedo Way
Suite C
92590

T +951 506-5641

F +951 506-3085

**Toronto
Canada**

Waterpark Place
20 Bay Street, 12th Floor
Toronto, ON M5J 2N8

T +1 416-216-4609

F +1 416-214-2043

**Sydney
Australia**

Suite 2, Level 11
92 Pitt Street
Sydney, NSW 2000

T +61 2 9231 8900

F +61 2 8569 0393

**Eindhoven
Netherlands**

Fuutlaan 14f
5613 AB Eindhoven

T +1 312 893 5906

F +1 312 893 5505

**London
UK**

27 Union Street
London
SE1 1SD

T +44(0)20 7940 5900

F +44(0)20 7940 5901

enquiry@bighand.com

bighand.com