Datasheet

BigHand Now

Capture, assign and track any kind of task digitally to make your administration more manageable and efficient, with BigHand Now.

Overview

BigHand Now is a workflow tool built for law firms that allows attorneys to delegate tasks which are automatically routed to the right resource, at the right cost to the firm. Attorneys can submit and track work from a desktop or mobile device, enabling them to work from anywhere.

With tasks logged in a central hub, support staff have a clear view of incoming and pending work, while management gains powerful insight into the firm's support function to better staff and manage their teams- ultimately streamlining service to attorneys, and in turn, to clients.

What does BigHand Now do?

BigHand Now enables firms to enhance the service delivered to the attorneys and the law firm's clients in many ways:

Attorneys can easily delegate tasks that should be completed by their assistants, or other support functions within the firm, allowing them to focus their own time on delivering (recoverable) billable time.

Administrative staff and other central support functions are empowered to support both attorneys and executive assistants in the delivery of legal matters. Staff can also manage capacity and get additional support during busy periods by sharing work across the team.

Support Managers can better manage peaks and valleys in demand across different users or departments by identifying backlogs and shifting work in real-time. They are able to make the best use of available resources and deliver the best possible service to attorneys and clients.

Executive Assistants can use their focused skillset effectively by concentrating on the highest value work, not just whatever they might get asked to do by their assigned attorneys.

Firm Management can access the data required to analyze, plan and optimize the firm's support structure. The automated routing of work to the most appropriate resource ensures it is completed by the appropriately skilled employee, to a high standard and at the right cost to the firm.

Key Features

Simple Task Submission

- Attorneys can delegate tasks from their desktop, mobile, email, or simply ask their assistant to do it for them
- Drag and drop interface from MS Outlook enables seamless integration to existing attorney working practices
- Attach files (or links to files) from iManage or NetDocuments or shared folders
- Capture the right information when submitting tasks, and save attorney preferences, to streamline processes and ensure tasks are completed correctly the first time
- Track task progress in desktop or mobile applications

Easy Task Processing for Assistants and Support Staff

- Gain visibility of the right tasks for their role, in a single system
- Effectively share work within and across teams and focus on the tasks most appropriate for their role
- Mapping of existing support processes where multiple steps exist reduces change management and encourages optimized processing
- Encourages sharing of work within teams to provide cover for absences or fluctuating working days/hours.
- Teams have all the information required for tasks, first time and in the optimal order, increasing the likelihood of hitting deadlines

Intelligent Work Routing

- Automatically deliver work to the right resource based on the firm's support staff structure
- Default priorities selected automatically for a task request based on the firm's preference
- Suggested due-by times based on the effort estimation, making it easier for attorneys to submit requests with achievable deadlines
- Effort estimates ensure assistants, support team members and managers have visibility of the effort required to clear backlogs and forward plan
- Effort estimates can be modified to improve understanding of effort required to clear backlogs

Effective Management Oversight

- "Work administrator" role provides real-time manager oversight into current backlogs (highs, lows and bottlenecks)
- "Work administrator" role also empowers proactive management to improve service and predict problems, while enabling review of previously submitted tasks for an extended time period.

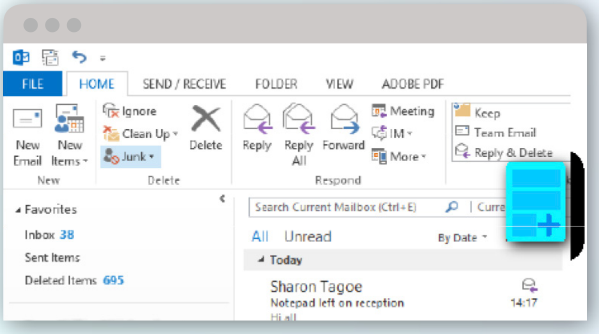
BigHand

Better Reporting with BigHand Insight

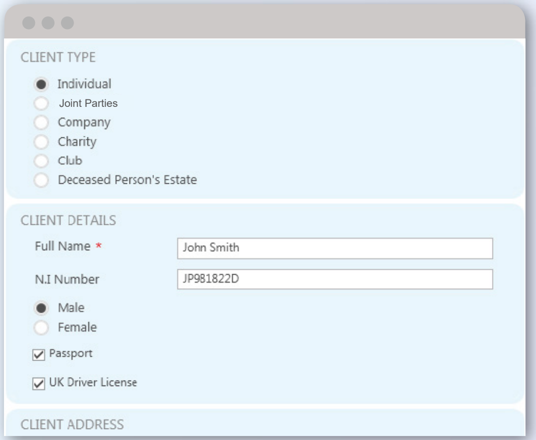
Make data-based decisions on staffing, backlogs, throughput, service levels and effectiveness of your back office.

- Unique data warehouse automatically populated while users submit and process tasks in the BigHand system
- Suite of default reports (delivered in Microsoft Power BI)
- Build your own custom reports from the extensive data captured within the Insight Data Warehouse
- Get real-time and historical insight into your support teams and individuals performance

> With BigHand Now, we're using less hours in support work, so costs have been reduced significantly
>
> **BigHand Now user**



BigHand Now icon at forefront of screen for ease of accessibility



Fully configurable forms to suit your exact requirements

Professionals

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https://www.bighand.com/en-us/resources/datasheets/bighand-now-features-list/

Click to view the features