

Case study: Kingsley Napley

Justice for all: Firm achieves efficiency gains with BigHand



Kingsley Napley adopts BigHand Speech Recognition technology to achieve greater efficiencies and better deploy a highly skilled workforce

Overview

The need to respond to increasing client demands is the primary driver for change within the legal profession. In recent years, the competitive legal landscape has given clients more choice and more access to legal counsel. In the face of this increased competition, many law firms are adopting new practices to cement client relationships. This includes new business processes and technologies to achieve greater efficiencies and better deploy a highly skilled workforce. One such firm now seeing the benefits of Digital Dictation and Speech Recognition software is London-based Kingsley Napley.

Dictation with ease

Kingsley Napley, a progressive top 100 firm first acquired BigHand's Digital Dictation software as early as 2004, recognising changing client expectations and the need for more agile ways of working. Over the years, it has become embedded in the Firm as one of its most widely used and generally adopted technologies.

However, the implementation of Digital Dictation was just the beginning of Kingsley Napley's journey with BigHand. In early 2012, with growing demand for remote working from Fee Earners and increasing client expectation of a more mobile legal

counsel, the firm rolled out BigHand's mobile app, BigHand Go to a number of its Fee Earners. The app has further increased efficiency and allows Fee Earners to be as productive as possible when out of the office.

Thereza Snyman, Head of IT, Kingsley Napley, comments: "Increasingly, Fee Earners have to become more mobile. Being proactive in meeting higher client expectations can translate into stronger relationships. Clients increasingly expect a round the clock, anytime/ anywhere service, so mobility is now a must-have. With BigHand, they can Dictate from anywhere freely, over their mobile device and are not constrained by being in the office nine-to-five."

The power of speech

In late 2014/ early 2015 – as part of the latest upgrade of BigHand – Kingsley Napley took their technology adoption a step further and introduced a proof of concept of BigHand Speech Recognition.

Using ten Fee Earners over a six week period, the firm measured that Dictations were being turned around by an average of 68% faster and with a 97.56% accuracy rate.

Most secretaries working with the Fee Earners on the proof of concept welcomed the changes as they were able to spend their time on more value-added tasks. Kingsley Napley has now adopted a phased roll-out of Speech Recognition across the organisation, with 35 Fee Earners now using the technology regularly and another 35 in training. A few of these Fee Earners are now sending between 94 - 96% of their Dictations through BigHand Speech Recognition, whilst the overall average of Dictations performed through Speech Recognition is of the order of 30 - 35%.

Snyman comments: "We're seeing a real cultural change within the firm. The demand for mobility has increased exponentially in the last 12 - 18 months and there's a desire to be able to do anything from anywhere in order to be more agile in responding to clients' expectations. The other driver from within the business is to deploy our Secretarial team more effectively; using a highly skilled Secretary to type out routine attendance notes is not an effective use of time. Speech Recognition ticks both these boxes."

Continous improvement

Not willing to rest on their laurels, Kingsley Napley is already looking to the next phase of technology roll-out.

"We envisage that in the next six to twelve months, half to two thirds' of our Fee Earners will be using Speech Recognition on a regular basis," explains Snyman. "Considering we are in a growth phase, we see this as key to allowing our Secretarial staff to support more Fee Earners in more effective ways. It's justice for all."

The firm is also looking to extend its relationship with BigHand to include a task delegation system, BigHand Now, having identified between 30 and 40 manual processes that can be digitised to save time and resource. Concurrently with this project, they are planning a proof of concept for BigHand Capacity Manager, which will allow them to analyse how effective they are in deploying their support infrastructure and dynamically reallocate tasks to where there is capacity. They are also considering integration between BigHand and their document management system to further increase efficiency.

Snyman explains Kingsley Napley's approach to technology adoption: "As a business, we see technology as both an enabler of and a driver for change. As technology becomes available and the legal profession starts appreciating its benefits, that in itself will stimulate innovation. It's a virtuous circle."

As for her advice on the roll-out of the project? "Ease of adoption has undoubtedly been helped by the fact that this is not seen as an IT-led project. Our Digital Dictation journey started from a need for greater efficiency, greater effectiveness and increased responsiveness to client demand. As such, both BigHand and the IT team have worked closely with our Business Engagement Manager, who has acted as the voice of the business and who led the training and implementation project within the firm.

"Having said that, from my perspective, having an IT partner that I can trust is very important. I find BigHand's support excellent; their project management and deployment superb; and their technology always very thoroughly designed and tested. It is certainly a relationship that I value."

Key benefits for Kingsley Napley



- A flexible, mobile workforce who can work anywhere and at any time
- Easier task management and routing of work
- Improved morale of highly skilled workforce now completing a wider range of higher value tasks
- Quicker and easier document production
- Excellent project management and ongoing support from BigHand

Kingsley Napley



Kingsley Napley measured that Dictations using Speech Recognition were being turned around 68% faster and with 97.56% accuracy



"The last two to three years have seen steady acceptance of an eagerness for change. The demand for mobility and the ability to do anything from anywhere has increased exponentially, and we are proud that our partnership with BigHand is bringing this to both our Fee Earners and our Secretarial teams." **Thereza Snyman, Head of IT, Kingsley Napley**