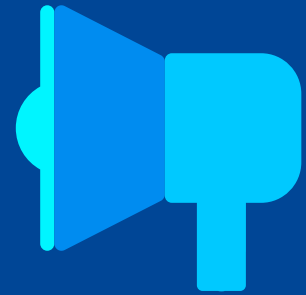


News release

BigHand reports a record year in North America, achieving their best revenue, sales and customer service results to date



Date: April 2019

BigHand, a leading provider of productivity software to the legal market, has announced details of their sales and customer satisfaction results for their recently completed fiscal year. Impressive year-on-year sales growth, "world class" customer service and further additions to the sales team mark a banner year for the software supplier, cementing their position as the go-to partner for law firms on the journey to achieving back office operational excellence.

Since 1996, BigHand has been developing technology solutions that empower law firms to streamline their processes and do more for less. In today's high-pressure legal market, firms recognize the need to prioritize improved productivity, efficiency and cost savings to provide greater value to customers, and are actively seeking innovative technologies to help them in this quest. As trusted providers of task delegation, workflow, document creation, process improvement and more recently, matter pricing and business intelligence tools, BigHand is ideally positioned to support firms on this journey and have been involved in a great number of these projects throughout the year.

Following a record 2017, BigHand North America reports another year of increased revenue and sales growth in their traditional businesses. Additionally, at the close of their fiscal year on March 31, 2019, one year after acquiring DW Reporting, BigHand has completed the integration of the BigHand Evaluate matter pricing and the BigHand Quantum financial reporting products into the BigHand business. Eric Wangler, President of BigHand North America, comments, "Record growth in our legacy products resulted in our most successful year ever. Now fully integrated, we expect the addition of BigHand Evaluate and BigHand Quantum to have an even larger impact in the coming years. In response to increasing demand, we are growing our Client Services team and have also added two highly experienced Strategic Account Managers to the business, Anthony Lowe and Guye Willison, who will be focused on the Quantum and Evaluate products."

In addition to strong financial results, the BigHand Client Services team achieved 99% customer satisfaction and a Net Promoter Score (NPS) of 88 in the fiscal year. Given that the NPS benchmark for "world class" service is a score of 70, BigHand is proud to be placed among the highest tier of customer-centric organizations globally. Furthermore, BigHand continued to strengthen their reputation within the industry, taking the number one spot in both the digital dictation and document template solution categories of the prestigious ILTA Technology Survey, for the second year running.

Eric continues, "We are excited to report such strong financial performance but more importantly, we're thrilled with our customer service results which will remain our focus as we serve many more BigHand Quantum and Evaluate clients. Our clients have always been at the heart of everything we do and our entire team works hard to deliver at a high standard. We remain committed from top to bottom to our customers' success."

About BigHand

Through technology, insight and experience, BigHand delivers success for the future by helping law firms achieve professional productivity and operational excellence. Based out of Chicago, Eindhoven, London, Sydney, Temecula and Toronto, BigHand currently supports over 545,000 users in 3,000 global organizations. BigHand's products are HIPAA compliant to protect the privacy and security of protected health information (PHI) as defined in the HITECH Act, as well as being ISO27001 certified.

For more information please visit bighand.com, follow @BigHandNA on Twitter, BigHand North America on LinkedIn or contact Laura Foster, Senior Marketing Manager at laura.foster@bighand.com