BigHand Now

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

Overview

To provide the best client service while supporting your bottom line, it's vital to ensure your teams are working efficiently and smartly. Ineffective and outdated methods of delegating tasks makes it easy for things to be overlooked, means your workforce isn't properly optimised, your tasks aren't being delivered on time, and your bottom line is suffering as a result.

BigHand Now is a task management solution that lets you turn your tasks into fully auditable, digital workflow entries. You can create tasks from voice, email, electronic or paper-based requests – from document production requests to reprographics and travel bookings.

It's quick and easy to do: just complete a pre-configured form and attach your files. Once in the workflow, tasks can be assigned to the relevant teams or people for processing, and monitored through to completion.

Capture Methods

ntuitive and simple to use, BigHand Now is designed to make your work life easier. Task capture options include:

- Dropping files onto the BigHand Now icon to start creating a task without opening the app

- Hovering the BigHand Now Desktop icon over any open applications to create and delegate tasks as you work

- Entering tasks into the BigHand Now workflow via email with BigHand Now Mail

- Using the 'raise on behalf of' feature to let personal assistants create tasks on behalf of their senior

Configurable Forms

Put the information your support staff need in one place to help them work more efficiently. Fully customisable to your exact requirements, with BigHand Now form builder you can:

- Create and update task forms in-house using the 'drag-and-drop' form builder and preview your changes instantly

- Create different forms for different types of tasks

- Use any combination of drop-down lists, radio buttons, checkboxes and integration points

- Integrate with your in-house systems (DMS, PMS, CMS or other database) to retrieve client and matter information

- Control which tasks each person can access via the central administration panel

BigHand Now Mail

Ensure everyone working on a task can access all instructions and relevant documents easily, with BigHand Now Mail. It makes sending tasks directly to your BigHand workflow via email simple, with any file attachments, including the email itself, added to the task as attachments.

Monitoring Tasks

It's easy for individuals or teams assigned to a job to pick it up and process it quickly, as tasks in the BigHand Now workflow can be accessed by anyone with the necessary permissions – regardless of their physical location. Here's how it works:

- Once someone takes ownership of a task, their name appears next to the workflow entry as well as the tasks progress status

- Everyone can get an update on all open tasks in one place, including who's working on them and the progress status

For support staff this means increased transparency across departments and reassurance that work is being distributed evenly. For management it means a clear view of capacity and the ability to optimise resources.

Encore Forms

For many users, delegated tasks are often very similar in content. So to save you time, BigHand Now's Encore feature allows you to save commonly used form content, making it easy to delegate tasks fast.

If you can see it, you can track it – and when you can track it, you can improve it.

Delegate your way to excellence, with BigHand Now
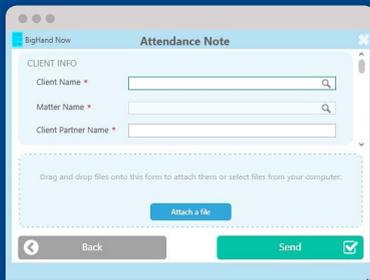
BigHand

Key features

The BigHand Now desktop application lets you create a task by simply dragging and dropping a file onto the desktop icon

- You can send tasks into the BigHand Now workflow via email
- The drag-and-drop form builder lets you build task forms that suit your specific requirements
- You can give different people different permissions depending on which tasks they should have access to and whether they need to create tasks on someone else's behalf
- You can integrate BigHand Now with your in-house systems to retrieve client and matter information
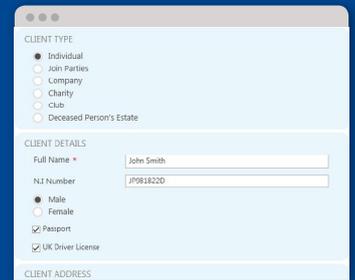- You can set up BigHand Now task progress notifications

Business benefits

- Promote a paperless environment by capturing all tasks digitally
- Simplify processes and save time with customisable pre-populated forms
- Manage your team's workload by viewing all tasks in one centralised list
- Share work evenly between teams and offices
- Increase transparency of task progress
- Have confidence that work will be completed on time and by the right department
- Have the flexibility to view, update, reassign and review tasks at any point
- Be able to report on turnaround times by the type of task, department or individual

Search for client matters from your in-house system to associate with tasks, and drag and drop files into the intuitive form
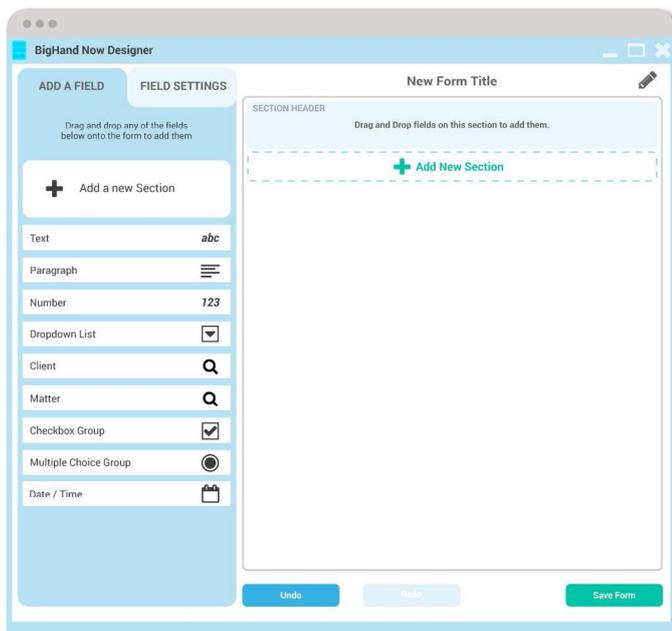
BigHand Now icon at forefront of screen for ease of accessibility

Fully customisable forms to suit your exact requirements

BigHand Now Form Builder

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

BigHand Now user