Here's what law firm leaders think about **BigHand's Workflow solutions:**

Randy Staggers, Chief Financial and Administrative Officer -Baker Donelson:

"Smooth provision of support for our staff to effectively work from home is paramount, and BigHand has undoubtedly helped us to better enable our staff, and clients. The workflow solution will provide our lawyers with the transparency they need over outstanding work, while giving our support staff a holistic view of all tasks, and the ability to complete work in an agile way, despite remote working."

Sonji Le Blanc, Sr. Manager for Legal Support **Services - DLA:**

"The message was simple: "Don't let your work get lost in email". With BigHand we can make sure it gets done. If the local team doesn't have the capacity, it's very easy to give it to someone who can do it right away and get your needs met."

Zoe James, Legal Assistant - Mullins Lawyers:

"BigHand Now and tasks by email have been fantastic. We are very fortunate to have the task list as we can now track what everyone has and help out other Legal Assistants when they need it. Before this, we received everything by email and only the Legal Assistant it was sent to could see it. It makes working from home very easy!"

John Willey, General Manager -Carroll & O'Dea Lawyers:

"We have quite traditional support team structures and need a solution to centralise delegation methods while increasing visibility of the workflow. With BigHand, the data visibility will enable us to make more informed business decisions to optimise our service delivery."

Karan Yearwood, Practice Manager -**Fletcher Day:**

"Through the combination of Speech Recognition, which is starting to make our fee earners more self-sufficient, and BigHand Now, we have seen the average task turnaround time drop from over 30 hours to just 12 hours. This has had a huge impact on the business."

Christine Fullam, Practice Support Manager - Allens:

"BigHand has made it easier for our support staff to respond to requests effectively and efficiently. It has laid the foundation for us to build on, so we make more informed decisions on how and where our support resource is deployed for maximum benefit."

Jeanine Silvin,

Head of secretarial, facilities & litigation support -Holla Advocaten:

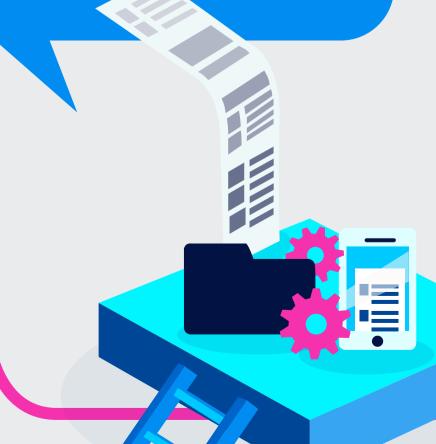
"We will be able to **easily reroute work** between the business units, **identify any bottlenecks** of work, and ensure we are optimising resources fully. These changes will then ensure we maintain our competitive edge."

Bret Chapman, Chief Administrative Officer -Husch Blackwell:

"Team leads and managers need technology that allows requests to be worked on locally or nationally, as volume dictates. You can't manage what you can't see, so gaining visibility of fundamental aspects of the support function is key to take our **service** delivery to new heights."

Tara Layman, Head of PA & Administration Services -**Pinsent Masons:**

"The adoption of BigHand Now provided the perfect opportunity to change the structure, reroute work almost automatically, and maximise the use of our external legal support services and our PA skills."





BigHand