

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

Randy Stagers, 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!**"

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."

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**."

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**."

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."

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**."

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**."