

Client Spotlight

Texas Firm Bridges the Generational Divide with a Smart Voice and Workflow Tool

**FIRM**

Langley LLP

**SIZE**

5-10 Users

**SOLUTION**

BigHand Professional

**LOCATION**

Westlake, Texas

**BUSINESS BENEFITS**

- Mobility
- Work tracking
- Greater efficiency
- Support of old & new technology

Kay Crisler is an Office Administrator at Langley LLP, a boutique firm in Westlake, Texas. Part of her role includes evaluating and introducing tools for efficiency. One area where she knew she could see an improvement was her senior attorneys' use of dictation devices, but she wanted a solution that would also offer efficiency-gains to her junior attorneys who had not been trained on dictaphones.

Beyond dictation

Kay knew that moving away from recorders and into digital audio files would increase efficiency, but she also wanted the ability to store the files centrally to be shared across support staff. The ideal solution would streamline her senior attorneys' existing processes, be available in an app for her junior attorneys, and also promote an increase in the volume of administrative work that the billable staff transferred to support staff.

Two generations, one solution

BigHand delivered on this set of requirements by allowing both sets of attorneys to continue working in the style that best suits them. Regardless of whether they choose to record on a dictaphone or use the BigHand smartphone app, their voice-files are loaded into the cloud-based hub where support staff can access and complete them. This allows the attorneys to focus on the work that matters most and helps them avoid spending costly billable hours on tasks that should go elsewhere.

"With BigHand, we have something that allows each attorney work how they want to work, and helps move administrative work from billable staff to support staff."

- Kay Crisler, Office Administrator

About BigHand Professional

BigHand Professional is a cloud-based voice and workflow solution that combines digital dictation, speech recognition and task management to allow users to create, generate and track legal tasks in or out of the office. It provides Enterprise-level features, without requiring large infrastructure or upfront investments, making it the ideal option for solo practitioners and small teams with 1-50 users.