

News release

BigHand Voted #1 in Digital Dictation and Macro / Template Package Categories in the 2018 ILTA Technology Survey



Date: November 1, 2018

BigHand, a leading provider of voice, workflow, document creation and process improvement solutions to the legal market, has been voted as the number one solution provider in two separate categories of the highly anticipated 2018 ILTA Technology Survey. The results of the survey, which were released on October 31, 2018, recognize BigHand as the number one Digital Dictation solution for the third year running, as well as BigHand Create, BigHand's template management solution, claiming the top spot in the Macro and Template category for the second consecutive year.

The International Legal Technology Association (ILTA) has conducted their Technology Survey every year since 1989 to provide an in-depth analysis of the buying decisions of over 500 law firms. This year, BigHand continues to lead the way in the digital dictation market, with 27% of all participating firms using BigHand's voice solution. What's also apparent from this year's data is BigHand's increasing penetration in the larger law firms with over 50% of participating firms with 350 or more attorneys using BigHand over any other voice solution. In the macro / document template space, BigHand took strides forward by surpassing their market leading result in 2017 and significantly increasing their share in 2018, both years claiming the number one spot. In two highly competitive product categories, BigHand continues to show consistent growth year on year, which is an achievement made possible by low customer attrition and a compelling case for new legal clients.

Eric Wangler, President of BigHand North America comments, "We're thrilled with this year's results and our growth in both large, global law firms as well as the small and medium practices. We've been developing technologies to improve the efficiency and cost-effectiveness of law firm operations for over 21 years and it's due to our vast experience and daily interactions with firms all over the world that we're able to develop such impactful solutions for our clients. It's great to see our teams' hard work paying off in this year's survey and that we're leading the way in not one but two significant categories. Having been voted number one in 2017 and now widening the gap over the competition in the macro / document template space for 2018 confirms that firms are looking for solutions that are impactful and well supported. These results are a compliment to our entire team and we couldn't be more proud."

About BigHand

BigHand is a software company offering a range of voice, workflow, document creation and process improvement solutions that help customers achieve more in less time. BigHand currently has over 545,000 software licenses in use across 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, visit www.bighand.com or follow @BigHandNA on Twitter or BigHand North America on LinkedIn.

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