

Case study: Renaud Cook Drury Mesaros PA

Renaud Cook Drury Mesaros, PA Increases Accuracy and Speed Using BigHand

Firm implements BigHand Dictation, Speech Recognition and Mobility to remain competitive and profitable in a competitive market.

The Background

Renaud Cook Drury Mesaros, PA (RCDM) is a well-established law firm with more than 60 years of history. The firm's 38 lawyers have a thriving litigation practice, as well as business and real estate, administrative law and regulatory investigations, and employment law practices. The individuals, entrepreneurs and corporations they serve appreciate the firm's longevity, culture and outstanding client service.

Members of the firm have noticed a shift in client expectations in the recent years towards faster resolution of issues at a reasonable cost. Their goals are to stay competitive within the industry and profitable – without expanding their current workforce. They began looking at tools to help them be more efficient and accurately get more work done. They had an antiquated dictation system that didn't allow for speech recognition or mobile access.

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Kristina Rowley, Firm Administrator

The BigHand Solution

RCDM's firm administrator, Kristina Rowley, began researching dictation options at the annual International Legal Technology Association (ILTA) conference in 2013. She evaluated four solutions, including BigHand. She knew they wanted an easy-to-use solution that had speech recognition features as well as mobile access and features for on-the-go dictation.

BigHand Enterprise is the optimal solution for firms with more than 30 users. This version is installed onto the firm's servers and enables users to benefit from a host of productivity-enhancing features such as reporting, analytics, speech recognition, mobility and more.

The Big Benefits

The firm chose BigHand because of how user-friendly it is and the accuracy it offers with speech recognition. The implementation was easy – they rolled it out to a pilot group of attorneys and legal assistants first. Then, after it was fully tested with the pilot group, the firm rolled it out to the rest of the attorneys and staff.

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For the attorneys, they now can use their smartphones to dictate documents and notes from anywhere, whether in the office or on the road. Most importantly, the speech recognition feature of BigHand offers the firm a solid solution to their challenge of becoming more efficient and more accurate in order to keep up with – and stay ahead of client demands

About Renaud Cook Drury Mesaros, PA

For more than 60 years, clients of Renaud Cook Drury Mesaros have benefited from their Phoenix trial lawyers' commitment to legal problem solving and excellence in litigation, in state and federal courts in Arizona and other jurisdictions. Their client base includes Fortune 500 companies, national and international insurers, public and closely held companies and private individuals. In response to the varied needs of clients, their more than 40 attorneys offer a broad range of legal services in litigation, risk management, business law, and commercial and real estate transactions. More information can be found at rcdmlaw.com.

About BigHand

Established in 1996, BigHand supports over 280,000 professionals globally across 2,550 organizations and the number grows daily. BigHand is based in Chicago, Eindhoven, London, Sydney, Temecula and Toronto.

BigHand specializes in speech, task delegation, document creation and process improvement solutions that help our customers achieve more in less time. We have worked with our clients over many years with our highly successful digital dictation solutions, and have built on this deep customer knowledge to extend our offering further. We develop tools based on what our clients need, tools that are enabling, useful and intuitive – easy to use, in the office or on the move.

BigHand’s Voice, Delegation and Improvement product suites are HIPAA compliant to protect the privacy and security of protected health information (PHI) as defined in the HITECH Act. BigHand is also ISO27001 certified.

For more information, visit www.bighand.com or follow BigHand on Twitter and LinkedIn.

The Business Challenge



Become more efficient and accurately complete work.

The Solution

BigHand Enterprise with Speech Recognition and Mobility features.

The Results

Faster transcription, better workflow and increased accuracy.

