

# BigHand SmartNote

A powerful modular add-on, boost your day-to-day admin efficiencies and automate more with BigHand SmartNote.

## Overview

Your teams may be wasting hundreds of valuable hours producing and managing routine documents like file and attendance notes. Regulatory bodies like the Solicitors Regulatory Authority require organisations like yours to keep up to date records of all client interactions, which leaves your support staff the lengthy task of documenting everything in detail, repeatedly, week on week.

These documents are rarely revisited, which makes time spent managing them an even greater waste of resources. Best

practice needs to be followed, but can be difficult to balance with operational administrative overheads.

Relieve your support teams of the burden of manually filing hundreds of simple documents, and allow them to focus on more profitable tasks. BigHand SmartNote adds automatic document creation and storage to your workflows, removing the need for user intervention, making your processes seamless and more efficient.

## Automate your document production

BigHand SmartNote enhances BigHand's workflow and automation technology, integrating with BigHand Speech Recognition to fully automate your documentation processes.

File and attendance notes are automatically created within a preset template, using BigHand Speech Recognition to generate all content instantly. Finished documents are securely saved, with a copy of the original digital dictation audio file, safely and clearly marked in your document management system.

## Integrations

BigHand SmartNote features an out-of-the-box integration with the Worksite Document Management System (versions 8.5 and 9). This means that the document and the audio (if available) can be automatically saved against client or matter information in your system, easily locatable for future reference. Our BigHand SmartNote API helps integrate this workflow with any other document, case or practice management system you use. Alternatively, documents and audio files can be exported to a folder structure on your network.

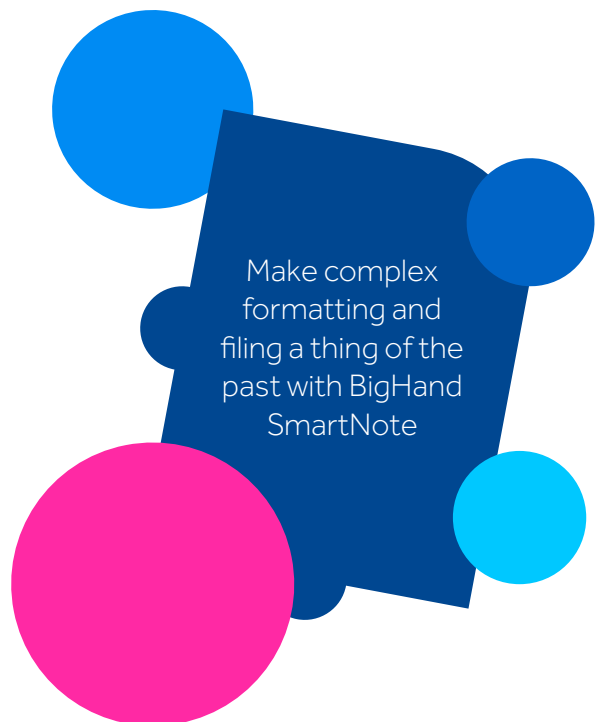
## Intelligent routing

Don't waste time manually organising documents. Intelligent work routing automatically analyses document types, in order to send them to the correct destination. For example, selecting 'attendance note' will send it straight to the workflow as low priority, to be stored in your attendance notes folder, along with all relevant client info.

What's more, the BigHand SmartRouter module routes documents which cannot be filed automatically (missing information for example) to your admin team for manual processing.

## Audio file exporting

If needed, users can store a copy of the digital dictation audio file alongside each BigHand SmartNote document, to be proofread against its content later. All audio is stored in an encrypted, compressed format – 10 minutes of audio is stored at just 1.74MB of space.



## Key features

- Automatic document creation with metadata retrieval
- Integrates with iManage Work versions 8.5 and 9
- Decide which Microsoft Word template you want to use for each document as you specify its profiling information
- Save files as Word documents
- Convert documents into RTF or PDF files
- Choose whether you store just the SmartNote document, or the accompanying audio file too
- Choose whether you would like files to be stored against the client and matter information in your document management system, or in any other folder
- Export your document and audio file metadata into an XML file

## Business benefits

- Significantly reduce your document production costs
- Reduce the amount of document production resource required by automating a large percentage of tasks
- Streamline your processes
- Save time by setting up preferences so that SmartNote automatically manages each task differently depending on the profiling details entered
- Free up your support staff to focus on higher priority tasks
- Have confidence that you can prove the details of all client communications
- Be well prepared for record checks and audits



Speech Recognition



Create document



Export file(s)



Email notification



With BigHand SmartNote, we've managed to reverse the habit of lawyers spending valuable time typing up their own notes – SmartNote is already saving 10% in our transcription efforts

**BigHand SmartNote user**



BigHand ultimately feeds into our core value proposition: because we're more agile and more efficient, we can deliver better service to our clients, and do so more cost-effectively, which really puts the client at the heart of our business

**BigHand user**