

# BigHand Now

Capture, assign and track any kind of task digitally to make your administration more manageable and efficient, with BigHand Now.

## Overview

BigHand Now is a workflow tool built for law firms that allows lawyers to delegate tasks which are automatically routed to the right resource, at the right cost to the firm. Lawyers can submit and track work from a desktop or mobile device, enabling them to work from anywhere.

With tasks logged in a central hub, support staff have a clear view of incoming and pending work, while management gains powerful insight into the firm's support function to better staff and manage their teams- ultimately streamlining service to lawyers, and in turn, to clients.

## What does BigHand Now do?

BigHand Now enables firms to enhance the service delivered to the lawyers and the law firm's clients in many ways:



**Lawyers** can easily delegate tasks that should be completed by their PAs, or other support functions within the firm, allowing them to focus their own time on delivering (recoverable) billable time..



**Administrative staff** and other central support functions are empowered to support both lawyers and executive assistants in the delivery of legal matters. Staff can also manage capacity and get additional support during busy periods by sharing work across the team.



**Support Managers** can better manage peaks and troughs in demand across different users or departments by identifying backlogs and shifting work in real-time. They are able to make the best use of available resources and deliver the best possible service to lawyers and clients.



**PAs** can use their focussed skillset effectively by concentrating on the highest value work, not just whatever they might get asked to do by their assigned lawyers.

## Key Features

### Simple Task Submission

- Lawyers can delegate tasks from their desktop, mobile, email, or simply ask their PA to do it for them
- Drag and drop interface from MS Outlook enables seamless integration to existing lawyer working practices
- Attach files (or links to files) from iManage or NetDocuments or shared folders.
- Capture the right information when submitting tasks, and save lawyer preferences, to streamline processes and ensure tasks are completed "right first time".
- Track task progress in desktop or mobile applications

### Easy Task Processing for PAs and Support Staff

- Gain visibility of the right tasks for their role, in a single system
- Effectively share work within and across teams and focus on the tasks most appropriate for their role
- Mapping of existing support processes where multiple steps exist reduces change management and encourages optimised processing
- Encourages sharing of work within teams to provide cover for absences or fluctuating working days/hours.
- Teams have all the information required for tasks, first time and in the optimal order, increasing the likelihood of hitting deadlines



**Firm management** can access the data required to analyse, plan and optimise the firm's support structure. The automated routing of work to the most appropriate resource ensures it is completed by the appropriately skilled employee, to a high standard and at the right cost to the firm.

### Intelligent Work Routing

- Automatically deliver work to the right resource based on the firms' support staff structure
- Default priorities selected automatically for a task request based on the firm's preference
- Suggested due-by times based on the effort estimation, making it easier for lawyers to submit requests with achievable deadlines
- Effort estimates ensure PAs, support team members and managers have visibility of the effort required to clear backlogs and forward plan
- Effort estimates can be modified to improve understanding of effort required to clear backlogs

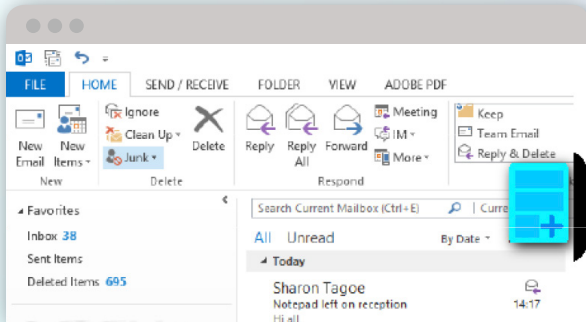
### Effective Management Oversight

- "Work administrator" role provides real-time manager oversight into current backlogs (peaks, troughs, bottlenecks)
- "Work administrator" empowers pro-active management to improve service and predict problems, whilst enabling review of previously submitted tasks for an extended time period.

## Better Reporting with BigHand Insight

Make data-based decisions on staffing, backlogs, throughput, service levels and effectiveness of your back office.

- Unique data warehouse automatically populated while users submit and process tasks in the BigHand system
- Suite of default reports (delivered in Microsoft Power BI)
- Build your own custom reports from the extensive data captured within the Insight Data Warehouse
- Get real-time and historical insight into your support teams and individuals performance



BigHand Now icon at forefront of screen for ease of accessibility

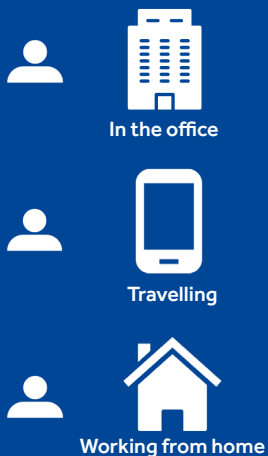


With BigHand Now, we're using less hours in support work, so costs have been reduced significantly

BigHand Now user

Fully configurable forms to suit your exact requirements

## Professionals



BigHand Workflow Engine

## Support



Visit our website to view all the BigHand Now features:

<https://www.bighand.com/en-gb/resources/datasheets/bighand-now-features-list/>

Click to view the features