

Our Solutions

Together let's make BIG happen



Discover how BigHand can help you achieve your business goals with our full solution offering



“With increasing pressure from clients to do more for less, BigHand’s technology acts as the building block we need to future-proof the firm and gain an advantage in the market.”



Welcome to BigHand.

We're a leading technology business with a difference.

Through technology, insight and experience, we deliver success for the future by helping you achieve professional productivity and operational excellence.

We'll take the time to understand the challenges you face and craft a solution suited to your needs, using a combination of task delegation, document creation, digital dictation workflow, matter pricing, and intuitive reporting and analytics.

We also lend a helping hand to keep things running smoothly. Our team of BigHanders provide proactive support, at every stage – that's the BigHand Way, it's what we're known for.

Our ambition isn't just to help people get things done, we're all about helping big ideas become big achievements.

We're here to Make Big Happen.





Big experience, detailed understanding


3,000 client
organizations

20 years
experience

545,000
active software
licenses

190 staff
worldwide

Global
offices



For over twenty years, we've been building products and solutions tailored to busy organizations like yours.

Our experience developing industry-leading software has given us deep knowledge of our customers' challenges and needs.

We've used these insights to create a range of solutions that streamline processes, boost efficiency, and enable individuals and organizations to get more done, faster.

All our tools are developed in response to our customers' feedback and designed to fit into their working worlds. They're easy to use and brilliantly useful, in the office or on the move.

Whether you want to make smarter, more informed financial decisions, need to drive more from your time-pressed support staff, or are keen to gain stronger business insights, we have the solutions, experience, and know-how to bring long-term benefits to your business.



Support staff that work as hard as you do.

95% average customer satisfaction score

70 average NPS score

241 years of collective BigHand experience between the client service team

73 people in client services team



Our award-winning technical support team are only ever a call away, 24 hours a day.

Our international team of BigHanders provide 24/7 proactive support, at every stage, through our easy online portal.

98% of our customers say they receive outstanding support from BigHand. Plus we have an average NPS score of +70, which is considered "world class". So you can rest assured that you're in safe hands.

Everyone at BigHand is passionate and knowledgeable, and every day we Make Big Happen for customers all over the world.

We pride ourselves on outstanding customer service, whether you're interested in BigHand's products for the first time or you've been a client with us for 10 years.

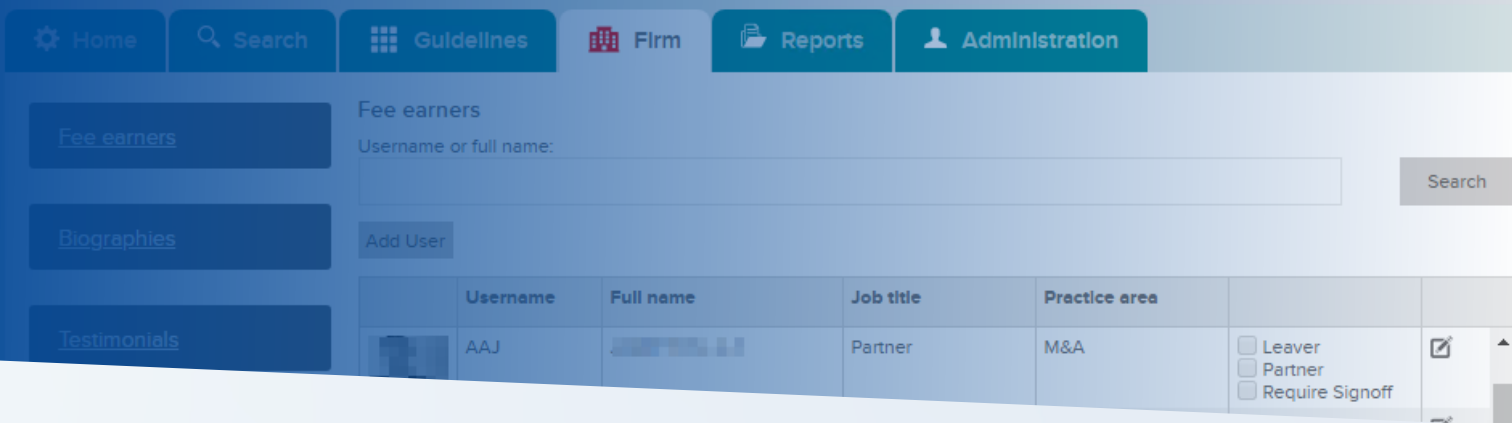
To us, that's The BigHand Way.

Prepare the perfect pitch

Categorize your experience and leverage it to prepare stronger pitches that win new business.

Key benefits

- Harness existing information from practice management and CRM systems
- Advanced security with restricted access to sensitive information without sacrificing the ability to find information you need.
- Provides a central repository for collecting intelligence on clients and prospects
- Boosts lawyer productivity by automated time-consuming tasks by providing links to key documentation and staff who worked on the matter and any other related matters.
- Mobilizes your teams with access on tablets, smartphones and notebooks as well as PCs.
- Enhances your brand using your branded templates and house style directly from within Microsoft Word.
- Minimal IT administration with no specialist IT skills needed for day-to-day tasks.



Pitching for new business is not easy. You need to know the potential client and show that you understand their business. You need to demonstrate that you have the right experience and that your firm is a good fit when it comes to building a long-term partnership. Above all, you need to impress and stand out if you want to win new clients. Our solution organizes your firm's experience and then harnesses it, allowing your team to create compelling pitch documents that give you an edge in today's increasingly competitive market.

Our Solution

BigHand PitchPoint

The smart way to win new business

BigHand PitchPoint is an application for collating and storing a firm's marketing collateral and expertise that enables you to quickly build brand-compliant tenders and pitch documentation.

The solution provides your marketing and business development teams with invaluable business intelligence about your experience, attorneys and testimonials, that can then be turned into well-researched, professional and persuasive pitch documents that stand out from the crowd and impress potential clients.

To find out more about how BigHand can help your organization, go to bighand.com



"PitchPoint allows law firms to mobilize their work force. Teams can work on winning new business wherever they are. Using the firm's VPN, they can instantly access or update the information needed to prepare a bid document without having to wait until they return to their office."

Andy Driskell | BigHand Commercial Products Director

Delegate your way to operational excellence

When you can see where staff are spending their time, you're empowered to improve their workloads and optimize your internal processes.

- **For Support Services:**

Manage workloads by viewing and tracking tasks in one centralized list instead of across multiple systems. Share workloads by distributing tasks to different individuals regardless of physical location.

- **For HR:**

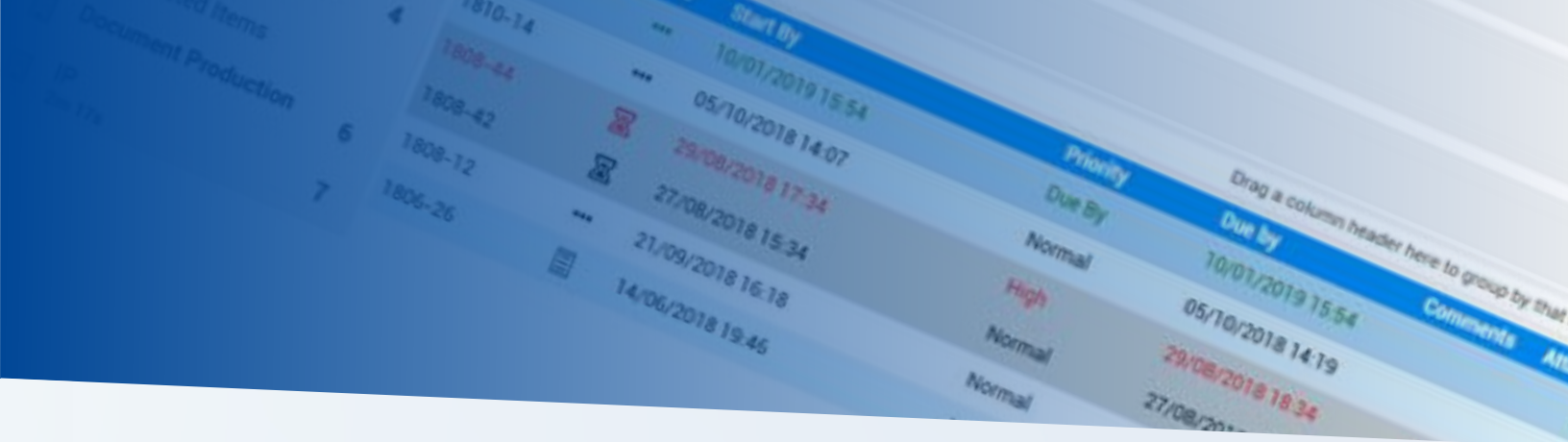
Optimize cross-office resource and flexible working options. Identify skill sets and address training needs whilst empowering support staff to take on more value-add work.

- **For Operations:**

Maximize operational efficiency and reduce cost by ensuring work is routed to the least expensive resource, without impacting client service.

- **For IT:**

Integrate with your in-house systems (DMS, PMS, CMS or other database) to retrieve client and matter information. View workload across multiple systems in one centralized list. BigHand Hub Dashboard.



Support staff are often an organization's third largest cost – and are rarely fully optimized, with the wrong skill sets being applied to the wrong tasks. Gain visibility by using data to implement better processes, maximizing your team's efforts. From task delegation software to team tracking, our smart solutions offer you the transparency you need.

Our Solutions

BigHand Now

Give the right people the right tasks at the right time.

BigHand Now turns your tasks into fully-auditable, easily-understood digital workflow entries. Lawyers can put voice, email and mobile tasks into relevant workflows, which can be assigned to the support team member with the most relevant expertise – making business at all levels more transparent and streamlined. BigHand Now enables tasks to be monitored from assignment all the way through to completion, so you can identify and remove bottlenecks, free up support staff to work more efficiently and lawyers to spend more time on billable work.

Service Provider Gateway

Streamline service provider processes

With our Service Provider Gateway, you can streamline the delegation process with your external service providers. Lawyers can send tasks quickly and easily with all the relevant information captured first time, and then monitor it's progress through to completion. The solution provides full transparency of the service provider workflow, reduces client turnaround times and frees up time for more billable work .

BigHand Team Tracker

Automate with email

BigHand Team Tracker automatically retrieves data on all work submitted into the BigHand workflow and displays it in an easy to read timesheet format. When you have complete transparency of your support staff, you're empowered to make decisions about your resource and cost management.

To find out more about how BigHand can help your organization, go to bighand.com

Access financial data in real time

Don't waste time and money wrestling your data – instead, make your data work harder for you, helping your business stay productive and profitable.

Key benefits

- Harness existing information with easy access to hidden, valuable data within your systems.
- Help your teams get to grips with organizational debt.
- Minimal training with configurable and easy to use dashboards.
- Tailored to your teams' specific needs
- Automated, freeing up your staff to focus on higher value tasks.
- Source agnostic, connecting to any data source.

922.0

Budget: 541.3

310.4k

PY: 232.8k

46.0 / -

Std. Val: 26,220

Std. Val:

Fees billed by month



Get to grips with your financial data in real time and give your teams the access they need to boost productivity, profitability and efficiency across your business. Get a true view of your firms finances at all levels including profitability, lock up and aged debt.

Our Solution

BigHand Quantum

Improve your bottom line with first-class business intelligence.

BigHand Quantum is a flexible, autonomous and source agnostic data warehouse solution, replacing manual reporting with a real-time digital overview of your financial data. The solution is data agnostic and can easily connect to any data source. It works with all legal PMS, existing reporting and other lines of business systems. Specifically tailored for lawyers, finance and management teams, it strips the complexity away from the mountains of information you generate.

To find out more about how BigHand can help your organization, go to bighand.com



"Working with BigHand over the past two years has undoubtedly improved our decision making. With BigHand Quantum, all lawyers have immediate access to the financial and performance information required to manage their contribution to the business, while BigHand Evaluate provides the client development team with the ability to confidently support partners in making decisions about potential new business.

T200 UK Law Firm

Plan and price competitively and accurately

Price better, plan faster and profit more by tracking matter budgets in real time and pricing transactions before you've even made them.

Key benefits

- Create much more accurate budgets
- Track against matters easily
- Price for profit
- Accurate reporting and planning
- Empower strategy and organizational change with informed decision making
- Boost recovery and profitability
- Automate year-on-year rate maturation



With a more transparent look at business activity across each matter lifecycle, you can better understand your bottom line and plan your pricing in advance. Better business intelligence empowers your lawyers to plan, price and profit, easily and accurately.

Our Solution

BigHand Evaluate

Create accurate budgets, price for profit, and track against matters easily.

BigHand Evaluate offers clean, simple and easy to use interfaces. Legal teams are provided with intelligent and intuitive data dashboards that help to map, plan, monitor and track matters without the need for extensive training or systems management. It turns data into actionable insight and transparency that empowers your teams to make objective pricing decisions, armed with accurate real-time business understanding.

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Being able to slice and dice our key business information in any way and also drill down into the detail gives our team the ability view understand and manage our business properly.

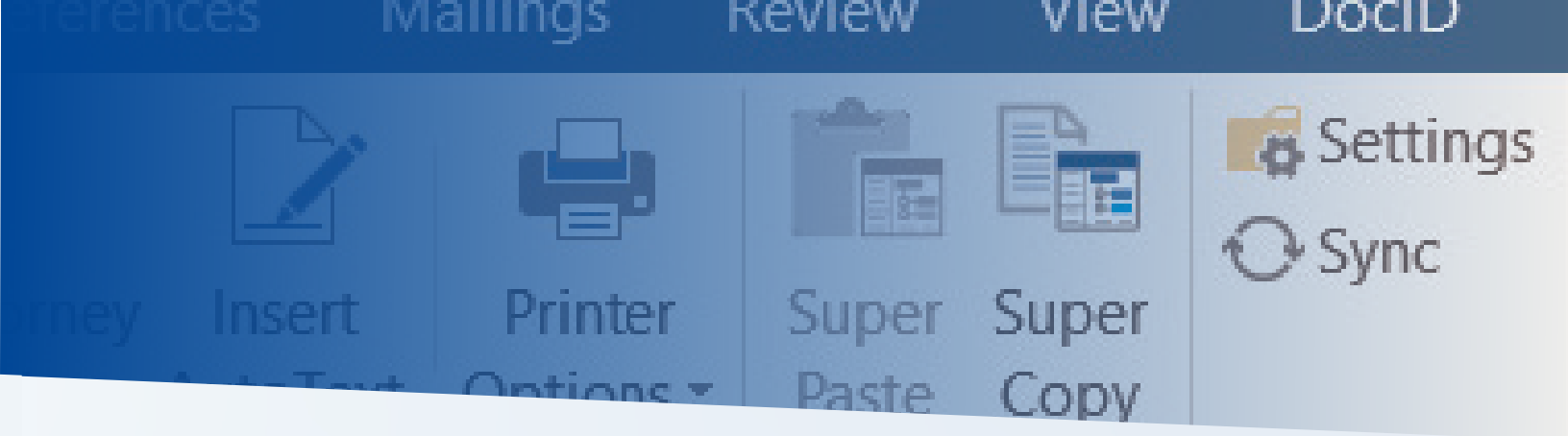
Top 50 AMLAW firm

Simplify document creation and formatting processes

When you're sending out hundreds of documents a day, it's vital that they're consistent, compliant and professional-looking.

Key benefits

- Streamline and simplify the process of creating professional documents
- Format documents with precision and lightning speed
- Set global standards for all documents or by document type
- Minimize document errors and corruptions
- Manage risk by automatically cleaning documents before they reach clients
- Enforce company security standards to prevent accidental disclosure of sensitive data



From the notoriously tricky formatting options in Microsoft Word to document styling, stamping and metadata protection, our tools simplify and streamline document creation and formatting, meaning you can focus on your core objectives.

Our Solutions

BigHand Create

High-quality, high-speed templates

BigHand Create is a template automation and management solution that makes it quick and easy to customise and distribute templates that follow brand guidelines and best practices, keeping all your documents consistent.

BigHand Hyperstyles

Make document formatting easy

BigHand Hyperstyles is a helpful add-on to Microsoft Word, giving your support staff access to a simple, easy to use formatting pane that makes elements like managing multiple numbering systems simple.

BigHand DocID

Improve document archiving, control and management

With BigHand Doc ID, you can stamp your documents with helpful identifiers. This makes it quicker and easier to organize, store, identify and retrieve documents.

BigHand Scrub

Keep your organization's data private

BigHand Scrub is the simple way to remove unwanted metadata from your documents – quickly and safely.

To find out more about how BigHand can help your organization, go to bighand.com

Reduce transcription costs and efforts

Speaking aloud is the fastest and most effective way to capture people's thoughts and get work done effectively and efficiently.

Key benefits

- Eliminate hours of unnecessary admin and streamline processes
- Increase productivity on the go
- Empower support staff to focus on higher value work
- Improve dictation accuracy
- Compatible with key applications, like MS Office and Outlook



Close



Train Profile



SR only



In Progress



Normal



Attach



New Document



Font: Microsoft Sans Serif

11



B

Our Voice solutions make capturing your thoughts simple, safe and speedy, wherever you are. Record your speech from your desktop, laptop, mobile device or tablet. We'll securely move your dictations to your secretary, assistant, centralized document unit, outsourcing partner or to Speech Recognition – whichever can best turn your words into a document or action.

Our Solutions

BigHand Dictate

Dictation made simple

BigHand Dictate not only offers industry-leading digital dictation; The solution's powerful configurable workflows make it easy and efficient for your teams to track, share, prioritize and action voice files, vastly improving turnaround times and making your internal processes much more streamlined.

BigHand Go

Dictate whenever, wherever

BigHand Go is the most advanced mobile dictation tool on the market. It's a fully-featured digital application for all mobile platforms, including iPhone, Windows devices and the iPad. As well as using dictation to send tasks, you can also send non-voice tasks with BigHand Now Mobile.

BigHand Speech Recognition

Automate transcription. Improve Productivity.

BigHand Speech Recognition technology automatically converts voice into text, instantly. Smart, sophisticated, and simple to use, the software guarantees accuracy by building a custom profile for each user, learning speech patterns and tonality.

To find out more about how BigHand can help your organization, go to bighand.com

For more information or
to request a free trial of any
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