BigHand Voice-Enabled Technology
Does your organization want to:

1. Increase profitability?
2. Improve efficiency?
3. Speed up document production?
4. Utilize technology that’s flexible and scalable?
5. Remain competitive in this fast-moving economy?

Law firms are facing the greatest pace of change in decades. Scrutiny around billable hours and the proliferation of fixed-fee arrangements, coupled with increasing numbers of alternative legal service providers, means clients are demanding quicker services at lower costs. In order to remain competitive, firms must take advantage of technologies that make the day-to-day delivery of their legal services more efficient and cost effective.

Voice-enabled technologies, such as digital dictation and speech recognition, have been helping attorneys to work more efficiently for years. Today, these technologies are more advanced and feature-rich than ever before, and are proving to be increasingly useful to attorneys and firms striving to reduce costs and improve turnaround times for clients.

The BigHand Voice suite includes BigHand Dictate, the core digital dictation and workflow solution, BigHand Speech Recognition for automatic voice-to-text transcription and BigHand Go, the mobile and tablet application version of BigHand for users on the move.
BigHand Dictate

BigHand Dictate is a digital dictation and workflow solution. It was developed to make dictating and submitting work to back office support teams more simple and efficient for users and more cost effective for law firms. The technology is available on Enterprise (behind the client firewall) and Cloud (hosted) platforms to meet the needs of firms of all sizes.

BigHand Dictate allows attorneys to capture their thoughts easily with a smart phone, tablet, laptop or digital dication device. Once recorded, voice files are entered into the central BigHand workflow and are automatically routed to the correct support team or individual to be processed.

All dictations that are entered into the BigHand workflow are fully auditable. Progress of each task can be monitored and reported on so everyone knows when a task has been picked up, by whom, and how long it took to complete.

Having access to the status of each task gives attorneys peace of mind that their work is being processed and will be completed on time so they can meet client deadlines and SLAs.

The management dashboard gives instant access to turnaround times of individuals, teams and offices.

A survey of BigHand Dictate clients* found that:

Dictating saves attorneys an average of

12 minutes
document

Dictating increases attorney efficiency when creating a new
document by 63%.

98% of attorneys believe that using dictation technology makes them
more efficient

Attorneys have the opportunity to bill an additional $37,400 / year
if they dictate rather than type

* Data based on results from the 2017 BigHand client survey, which gathered results from 126 US-based, BigHand Dictate client attorneys and 73 US-based BigHand Speech Recognition client legal assistants. Download full whitepaper and details at goo.gl/uSQ6bX
BigHand Speech Recognition automatically converts BigHand voice files into text with 95%+ accuracy. BigHand Speech Recognition is part of the BigHand Voice suite, integrates seamlessly with BigHand Dictate and is available via the BigHand Go app.

BigHand Speech Recognition helps both attorneys and assistants work in a more efficient way. For attorneys, it gives flexibility and freedom to work in a more self-sufficient way, without always needing the support of an assistant to generate high-quality documents. For legal assistants, BigHand Speech Recognition lifts the burden of mundane transcription work by converting dictations into text in a matter of seconds, allowing them to focus on higher-value, client-facing tasks.

BigHand Speech Recognition can be used to:
- Write emails, letters and general correspondence
- Create meeting notes
- Generate meeting minutes and actions
- Produce statements and reports
- Allocate tasks
- Create reminders and lists

In a survey of BigHand Speech Recognition clients*, it was found that:

Speech recognition saves assistants an average of **45 minutes** transcription time per day

Speech recognition saves firms an average of **$4,474.40**

Per user

Per year

Why choose BigHand Speech Recognition?

**Easy to use.** Unlike other voice-to-text solutions, BigHand Speech Recognition allows users to simply dictate and send without requiring repetitive set up or configuration. Users need just 15 minutes to get started and train their voice profile.

**One workflow.** Regardless of whether you dictate into a smart phone, tablet or dictation device, all voice files are entered into the central workflow, which can be accessed anytime, anywhere.

**Security.** BigHand audio files and desktop software are encrypted using AES 256-bit encryption. BigHand also leverages a multi-tier architecture, ensuring the core structure of the software is completely secure.

**24/5 Support.** The BigHand Support Team is on hand around the clock to make sure you’re always able to get the most from your BigHand technology.

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*Survey results reflect data collected from a subset of BigHand Speech Recognition clients as of [date]. Results may vary based on individual user experiences and usage patterns.
BigHand Go

BigHand Go is the mobile version of the BigHand voice software that sits within the BigHand Voice suite.

With the BigHand Go application, attorneys are able to remain productive anytime and anywhere by dictating and submitting tasks into the BigHand workflow and the BigHand Speech Recognition platform via a smart phone, tablet or via email.

BigHand Go is available on the following mobile devices:

- iPhone (iPhone 4 onwards)
- iPad (iPad 2 onwards, including iPad Mini)
- BlackBerry
- Android
- Windows Phone (Windows Phone 8 onwards)

BigHand Go can be integrated with MobileIron or Blackberry Mobile Device Management (MDM) platforms to allow organizations to deploy, configure and secure BigHand from a central location. This gives you complete control over your mobile devices and guarantees security of sensitive data.

Why choose BigHand Go?

Easy profiling. Easily profile your dictations with client and matter information directly via the BigHand Go app.

Stay up-to-date. View the statuses of all of your BigHand dictations and tasks on the move via the BigHand Go app.

Mobile Device Management (MDM) integrations. BigHand integrates with MDM providers MobileIron and Blackberry so firms using these platforms can deploy, configure and secure the BigHand Go application remotely.

A great user experience. BigHand Go has been designed with the user in mind. Its simplistic design is highly intuitive, requiring minimal set up and training.

Security

BigHand takes protection of privacy, integrity and confidentiality of our customer’s data very seriously. As well as complying with the leading industry security standards (ISO27001:2013, HIPAA, and Information Governance), the culture of security is soundly embedded in the heart of BigHand.

BigHand understands the highly sensitive value of the data for which its applications are responsible, and ensures this data is protected at every level. From our carefully selected Data Centers and the secure coding standards applied to our software, to the regular penetration testing carried out on our systems, you can rest assured that BigHand is protecting your data, giving you peace of mind so you can concentrate on delivering results for your business.
The Feedback

"The support staff at RCDM loves BigHand. They enjoy how easy the software is to understand and use, and they’ve become more effective because each day’s workflow is expedited."
Kristina Rowley, Firm Administrator, Renaud Cook Drury Mesaros, PA

"We tried other products in the past, but they were in no way as efficient or as accurate as BigHand. Speech recognition has made a significant impact to our daily working practices and improved productivity across the firm. The software is extremely user friendly and responsive, which meant everyone here was able to adapt to this new way of working really quickly which was great."
James MacGuill, Partner, MacGuill & Company

"We are currently in the process of rolling out BigHand Speech Recognition. So far, it’s helped our legal secretaries immensely as they no longer need to transcribe whole passages and are able to just make small changes instead. It’s a great time saver and we’re looking forward to having the whole team up and running."
Greg Singleton, IT Director, Deily, Mooney & Glastetter

"I have to be honest in saying that I think this is the best dictation system that we have had. Now, if I see a dictation from someone that’s 15 minutes - it’s really a 15-minute dictation as SR transcribes it. It would have taken me 35-40 minutes to do the same work with our old system."
Courtney Haug, Medicaid and Veteran’s Benefits Case Manager, Stubbins Watson & Bryan Co.

"It’s a great system and we particularly like the fact that training is offered via webinar. We’ve also have very good communication with the technical support team at BigHand and have spent valuable time with the team implementing the new system."
Carolyn Lyford-Brady, Office Manager, Saunders Robinson Brown

About BigHand

BigHand has over 545,000 software licenses in use across 3,000+ global organizations. We have 950+ client firms in North America including 101 of the AMLAW 200.

Our mission is to help lawyers and their firms be more productive and efficient. In our interactions with clients and prospects, we routinely discuss how firms are addressing the challenges and pressure to remain competitive and growing in a highly dynamic marketplace, and we develop software specifically for their needs.

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