



BigHand Announces the Preview of BigHand Now – a Comprehensive Task Delegation Platform for Law Firms – at APAC User Conference, Sydney

BigHand Now is a new task delegation platform which integrates seamlessly into the award winning BigHand voice productivity product that enables lawyers and support staff to capture all task delegations and track them in one place.

BigHand, the leading provider of voice productivity and document formatting software, is holding its Asia Pacific user conference in Sydney on 5 March 2015. We will be previewing BigHand Now solution, an enhanced platform that enables law firms to streamline all of their task delegation processes into one easy-to-use solution. This enhanced solution will serve to further reduce inefficiencies and increase accountability between lawyers and support staff via a robust workflow methodology similar to the one incorporated in BigHand's voice productivity product.

In today's legal market, firms are striving for continuous improvement in efficiency, productivity, and customer service. BigHand is known for their voice productivity software that enables lawyers and their administrative teams to streamline document creation via a comprehensive workflow tool that is integrated within the digital dictation software.

BigHand Now extends the concept of the existing BigHand workflow tool to capture more work input methods - such as email, working documents and manual forms - in addition to dictations, within the BigHand workflow. The workflow provides lawyers with a simple, highly configurable interface to assign tasks to their administrative staff, enabling them to concentrate on higher value, fee earning tasks instead of work administration.

Administrative staff will benefit from seeing a unified backlog of work within the BigHand interface, rather than multiple sources of requests held in different places. With all of their tasks captured in one repository, administrative teams can easily prioritise work and ensure deadlines are met. In addition, once captured within the BigHand workflow, all tasks can be managed and reassigned to balance workloads and ensure resources are efficiently managed using the workflow and work administration features.

The BigHand Now interface also allows firms to design configurable forms to be completed when submitting specific work types to make sure the required information is completed when the task is submitted. This ensures the administrative team will receive all of the critical information required for them to complete the task as well as enable them to prioritize and track the progress of the job along with all the other tasks in the queue.

Whether firms have centralised support or lawyers work with legal support directly, BigHand Now will serve as a common platform to efficiently manage these tasks. It will also provide supervisory staff full visibility to task status, and lawyers the ability to monitor the progress of critical delegations.

To attend the conference, please email Jonas.Soliva@bighand.com for information.

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