

Brown Turner is a firm of solicitors based in Southport, Merseyside, offering a wide range of legal advice. The company asked Document Direct to help them in August 2006, when staff holidays meant their Wills and Trusts Department needed some temporary help. Document Direct continue to work for the company on an ad hoc basis and especially during holiday periods or to cover staff sickness. No contract or notice is required and Brown Turner take advantage of the pay-as-you-use service when they require urgent and reliable typing support.

What is your reason for outsourcing?

To maintain quality secretarial cover at peak holiday times and during unexpected illness.

What other solutions did you consider prior to consulting Document Direct?

We did use temporary staff and paid overtime to our in-house staff, which could prove costly and unreliable.

Have you experienced any problems with your outsource service from Document Direct? If so, what are they?

We have not experienced any problems at all. The documents are typed up quickly and accurately and the dictation system has worked perfectly for us.

What are the main benefits to you and your firm?

The response and turnaround times have been excellent and Document Direct's secretaries have been knowledgeable and accurate.

It is easy to switch the resource on and off, and the installation is very simple indeed with no disruption.

Unlike using temporary staff no training or introduction is required when we use Document Direct.

Can you quantify any financial benefits to outsourcing?

We estimate to have saved up to £2,000 per annum.

Case Study

Brown Turner



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