

One of Liverpool's longest established barristers, India Buildings Chambers, have made good use of Document Direct's outsource typing service. Each Counsel uses their own templates and precedents, some use digital dictation, while others prefer to fax handwritten documents. .

What is your reason for outsourcing?

We use outsourcing while our in-house typist is on holiday or if she is too busy, we will send out urgent and overflow work that needs a quicker response.

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

We have previously used a temping agency, but this caused us more problems as we had to constantly train the temps how to use our system.

We've also sent audio tapes to a number of different home-based typists but there were problems in transporting tapes and files and that caused too many delays. Switching to digital dictation has made everything so much easier.

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

There haven't been any problems with Document Direct's system. The main obstacle was having barristers switch over to digital and learn up-to-date technology which is actually only at the same level as learning a new mobile phone.

What are the main benefits to you and your firm?

Knowing that we can always have access to a typist, whatever time of day, especially when urgent work needs to be done. Document Direct are very quick and efficient. We also tend to have our work done by the same typists who know the way we like our documents to look.

Can you quantify any financial benefits to outsourcing?

It has been such a long time that we have used any temps that it is impossible for us to now quantify. The comparison would have to be how much it would cost us to employ a temp, and certainly Document Direct costs are less, and service levels higher.

Case Study

India Buildings Chambers



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