

CASE STUDY



Name: James Hottinger

Title: IT Manager

Location: London, Gatwick, Milton Keynes, Northampton and Brighton

The Success Story:

- Fee earners can send work anywhere, anytime
- Documents are produced quicker
- Secretaries can now focus on supporting lawyers with more complex tasks
- 24/7 typing and document production support

Helping EMW to increase efficiency and therefore improve service levels

EMW is a law firm offering a full portfolio of legal services to U.K. based and global companies as well as entrepreneurs and high net worth individuals. Their clients include SMEs, household names, financial institutions, and public sector bodies. They are pragmatic and focus on the key issues, taking the time to understand the things that are important to their clients and their business and tailor their service accordingly. There's no "one size fits all" at EMW.

What EMW needed:

Prior to the implementation of Document Direct, EMW's Lawyers had access to dictation software which would allow them to either send a dictation to their legal secretary or an outsourced transcription service.

James Hottinger, IT Manager at EMW said "Implementing Document Direct enabled us to remove expensive dictation software, ensured that documents were produced much quicker, and helped to increase efficiency within the firm. This led to improved service levels which we provide to our clients and allowed our legal secretaries to focus on supporting lawyers with other, more complex, tasks."

“ We would highly recommend Document Direct to any business looking to improve service levels and improve efficiency.”

- James Hottinger, IT Manager

The Document Direct typing service provides these benefits:

- ✓ Reduced overhead costs
- ✓ Time saving
- ✓ Enhanced gross profit
- ✓ Enhanced working capital - earlier billing
- ✓ Reduced delays on a file
- ✓ Highest quality documentation
- ✓ 24/7 service
- ✓ Better working flexibility for fee earners
- ✓ Secure, compliant, and GDPR friendly
- ✓ Happier clients

What Document Direct delivered

James reported that “The process of moving to Document Direct was completely seamless and, thankfully, required no downtime. From a user perspective, the only impact was the switch to Document Direct’s mobile dictation app which they found very intuitive.”

Document Direct liaised closely with the EMW team to develop a service tailored to the specific needs of the firm. This included a switch to our dictation app that is accessible from Android and iPhone systems, easy-to-use and secure. EMW’s lawyers can download and use the app wherever they happen to be based, at any given time, without costly and time-consuming IT intervention.

The app automatically logs dictation time as admin work, so it can be billed appropriately, and the recorded digital files are delivered securely to Document Direct’s highly experienced team of typists. The team then types up the documents, formats them according to EMW’s house style and sends them back promptly, securely and accurately. The service is available to EMW 24/7 but is only used, and charged for, when the firm needs it, helping to control costs.

To support the fast turnaround of high-quality documentation, EMW also brought on board Document Direct’s document production services. Document Direct’s skilled team of document creators now ensures the efficient production of a range of documents across Word, Excel, and PowerPoint, with a proofreading and quality checking service included. The process is overseen by a dedicated document production account manager.

The Document Direct Benefits

Since moving to Document Direct, EMW have reported that the consistency of the level of service received, and the regular account management reviews, ensure that they continue to get the best from the service, far exceeding their experiences with previous providers.

Document Direct has proved the ideal partner for EMW, thanks to its innate understanding of lawyer needs, its dedication to outstanding client service and its ability to develop flexible, high-quality typing, transcription and document production solutions.

James Hottinger, IT Manager at EMW said “Reviewing your document production processes is one area where most professional services businesses can improve efficiency. Doing so, can also lead to the removal of some of the mundane tasks your people deal with, allowing them to focus on more challenging tasks leading to better engagement. We would highly recommend Document Direct to any business looking to improve service levels and improve efficiency.”



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Document Direct facts:

More than 200 UK based typists

- All security and capability checked
- Specialists in legal and medical
- 24/7 service
- Fast turnaround times

Supports all workloads, peaks, holiday and absence cover

350+ UK and International Law firms use the service

Transcription and all document production – creation and enhancement

Endorsed by:

- Manchester Law Society
- LawNet
- LawSave
- Cheshire & North Wales Law Society

Fully compliant and secure:

- ISO 27001
- ISO 22301
- ISO 9001
- Registered with the Information Commissioner's Office
- GDPR Compliant
- B Corp certified