

## CASE STUDY:

# MacDonald Oates LLP

## SOLICITORS

**Name:** Nick Ellin

**Title:** Partner

**Location:** Hampshire

‘The service is superb and we would not have operated so efficiently, especially during the recent Covid-19 pandemic, had it not been for the support of Document Direct.’

- Nick Ellin, Partner

### What MacDonald Oates LLP needed:

MacDonald Oates LLP are a well-established law firm providing a high-quality, personalised service to their private and commercial clients. They are based in the heart of the South Downs National Park and work with clients throughout the UK.

A key aspect of ensuring excellent service is being **responsive to their client requests** and that includes all forms of communication, correspondence and legal documents.

MacDonald Oates LLP asked Document Direct to provide an **overflow typing resource** that would be available for **peaks in workflow** and to cover for **holidays/sickness**.

### How Document Direct delivered:

The firm use *DPS TeamTalk* for dictation and marry this with the DPS Practice Management System.

This enables their fee earners to send dictations directly to Document Direct **as simply as to their own in-house support team**.

Document Direct’s legal secretaries are then able to access DPS Practice Management System to produce documents directly to the relevant case file, providing a **fully integrated secure and confidential service**.

Our legal secretaries were already familiar with DPS Practice Management System, having supported other clients so this also provides its own **cost savings with recruitment and training**.

The Document Direct typing service provides these benefits:

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

## What Document Direct delivered:

- Dictations/documents completed directly to DPS Practice Management System
- Time recording
- Flexible resource available 24/7 helps with any changing workflow
- An extension of your own in-house support team

## What MacDonald Oates LLP thought:

Nick Ellin, Partner at MacDonald Oates LLP oversaw the project and commented,

“Document Direct provided a **dedicated account manager and training lead** who have worked closely with us to gain a thorough understanding of our firm and have **tailored their service to suit our needs**.

“We now have the support of the Document Direct secretarial team **whenever we need them** whether that be for regular work, peaks in workflow or to cover for holidays, sickness and ‘snow days’!

“The Document Direct service is a pay as you use service which allows the firm to **keep its overheads down** without compromising on efficiency and quality.

“Thanks to Document Direct’s support, we have **remained fully open for business to assist our** clients during the current global outbreak of the Coronavirus, COVID-19.

*“I wouldn’t hesitate to recommend Document Direct’s service.”*

**Nick Ellin, Partner**

## 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

250 UK and International Law firms use the service

Transcription and all document production – creation and enhancement

### Endorsed by:

- Manchester Law Society
- LawNet
- LawShare
- Founder member of Calico Legal Solutions

### Fully compliant and secure

- ISO 27001
- ISO 22301
- ISO 9001
- Registered with the Information Commissioner's office
- GDPR Compliant

**Get in touch with us to start your free trial.**

### Contact

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