



## CASE STUDY



**Name:** Scott Garner  
**Title:** Practice Manager  
**Location:** Uckfield

### The Success Statistics:

- Over 29% of work sent outside of normal office hours
- Over 1,950 individual jobs sent and completed annually
- 24/7 typing and document production support

### Helping a law firm to ensure quick case turnaround time

Rix & Kay is a full service law firm with offices in Brighton & Hove, Hadlow (Kent) and Uckfield (East Sussex). The firm retains a strong regional presence across Sussex and Kent and works in partnership with business owners, entrepreneurs and individuals, providing expert legal advice across a wide range of legal services. The firm also works in partnership with some of the most successful organisations in the UK both on national and international projects.

Document Direct has been a loyal service provider over this period and was originally approached to help alleviate the typing load that was not optimised to support the progressing of client matters.

Rix & Kay had their own pool of secretaries but needed a resource with more flexibility to match their fluctuating demands. Their support staff were working for many fee-earners and so, during busy periods, there was not always the resource available to undertake higher-priority tasks, such as more urgent typing.

**“ The customer service is great and Document Direct always go the extra mile. Their technical expertise is second to none.”**

*- Alan Zeal, Consultant in the Corporate team*

**“** I find Document Direct really useful in my work as a corporate lawyer.

Absolutely fantastic and superb service.

I can't recommend them highly enough.”

**- Alan Zeal, Consultant**

### 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 Rix & Kay needed:

Rix & Kay had a BigHand dictation system used by all their lawyers, and they wished to maximise their investment in this area. It was important that any new resource could integrate seamlessly here.

It was also important that a service provider could access the firm's case management system, (Tikit P4W) so that administrative time and filing activities were reduced.

## What Document Direct delivered:

Secretarial time is now freed up from typing attendance notes and other large documents. This allows their support staff to spend more time on progressing client matters which has resulted in improved case turnaround times and greater client satisfaction.

In addition, Document Direct typists are able to securely return work to the firm's case management system (Tikit P4W). This process assures no change to the firm's workflow and allows for seamless access to their templates and precedents. There is, therefore, no duplication of work in keeping these documents up to date, and filing is completed by the Document Direct team who sends a notification that the task is completed.

A 24/7 typing and document production resource is now fully available across the firm. This feature is of particular value to Rix & Kay on corporate commercial matters which typically have "out-of-hours" completion times. This work can now be completed beyond the traditional working day or over-night and through the weekend to ensure deadlines are met whilst retaining the high standard quality of service.

“ I send much complex work to Document Direct, sometimes late in the evening. It comes back without fail next morning and often that same evening.

**The formatting of documents is truly exceptional.”**

*- Alan Zeal, Consultant in the Corporate team*

## 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

### 500+ 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



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