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- Anne-Marie Lyons, Office Manager

CASE STUDY

GORE & GRIMES SOLICITORS LLP

Name: Anne-Marie Lyons

Title: Office Manager

Location: Dublin

The Success Story:

- **Improved Efficiency and Turnaround Times** – often within four hours. The 24/7 nature of the service means work can be completed overnight or during weekends.
- **Enhanced Flexibility and Reliability** - Document Direct fills the gap when secretaries are absent or workloads increase unexpectedly. Document Direct provides essential back-up and peace of mind.
- **Enhanced Client Service** - The ability to produce documents at any time has directly improved client service. Urgent matters can be handled promptly, helping solicitors meet tight deadlines and maintain a high professional standard.

Supporting Gore & Grimes with Flexible, 24/7 Dictation and Document Production

Gore & Grimes are a mid-size, full-service law firm based in Dublin. The firm provides legal services to both corporate clients and private individuals. With 18 solicitors and three full-time legal secretaries, support staff are primarily assigned to two departments. The Family and Wills & Probate teams rely fully on Document Direct for their transcription and document production needs, while the busy Property team uses the service for overflow work. Other departments engage Document Direct on an ad hoc basis when workloads increase.

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

The Challenge:

Before partnering with Document Direct, the firm relied entirely on in-house legal secretaries for dictation and document production. Following a relocation across Dublin, several secretaries chose not to move with the firm. Rather than immediately recruiting replacements, the firm decided to explore outsourcing as a more flexible and cost-effective solution.

The key challenges were:

- A reduction in available secretarial support following the office move.
- Periodic high dictation volumes in key departments.
- The need for out-of-hours support to meet client deadlines and internal turnaround expectations.

What Document Direct delivered

Document Direct began supporting the firm over four years ago, providing a reliable and scalable transcription and document production service.

The team now acts as an extension of the firm's support staff, stepping in to manage workload spikes, cover absences, and provide consistent, round-the-clock document production.

Integration was seamless, with no reported issues during onboarding. The firm's Account Manager maintains regular contact to ensure performance remains high and feedback is continuously reviewed.

The Impact

Anne-Marie, who oversees support functions within the firm, describes Document Direct's service as "fantastic." Having previously worked in firms reliant solely on in-house secretaries, she notes that Document Direct has been a "game changer." Regular in-house surveys show consistently strong satisfaction levels, with any issues addressed swiftly and collaboratively.

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When asked how likely they would be to recommend Document Direct to others, the firm gave a 10 out of 10 rating.

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

“It's worth reviewing how outsourcing could work for you. The flexibility and reliability Document Direct provides have transformed how we manage support. It's cost-effective, efficient, and gives us complete confidence that our solicitors will always have the help they need - day or night.”



Manchester Law Society
Instituted 1838 Incorporated 1871



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