

“ Document Direct offered a great complementary service when we needed urgent or lengthy dictation completed within a certain timescale and out of hours.”

- Joanne Major, Founder

CASE STUDY



Name: Joanne Major

Title: Founder

Location: Newcastle

The Success Story:

- Faster turnaround times – urgent dictations are completed promptly, even outside office hours.
- Reduced pressure on support staff – freeing them up to focus on other vital tasks.
- Enhanced client service – ensuring no delays in communication or documentation.
- Consistent quality – once Document Direct learned their processes, turnaround was fast and accurate.

Supporting Major Family Law with Round-the-Clock Transcription

Major Family Law is a specialist family law practice based in Newcastle, with its main office in Ponteland and a network of satellite offices across Durham, Carlisle, Northallerton, Darlington, Middlesbrough, Hull, Doncaster, York, Harrogate, and Sunderland.

With 13 family lawyers, 3 consultants and 12 support staff, the firm is dedicated exclusively to family law - offering compassionate, expert advice across all aspects of divorce and family matters.

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:

Like many busy legal teams, the firm's support staff handled most of the dictation and document production. But during periods of high workload or staff shortages, this became a challenge.

They occasionally outsourced to another company, but needed a more reliable, flexible, and responsive solution - particularly for urgent or lengthy dictations that couldn't wait until the morning.

"We needed a service we could rely on when time was tight - especially out of hours." Joanne Major, Founder of Major Family Law said.

What Document Direct delivered

That's where Document Direct stepped in.

With their 24/7 transcription service, fee earners can send dictation at any time - day or night - knowing it will be quickly and accurately turned around.

Once Major Family Law's standard letters and templates were in place, the process ran seamlessly.

Document Direct offered an integration with their case management system, but Major Family Law preferred to continue receiving Word documents via email, keeping the workflow simple and efficient.

The Impact

By partnering with Document Direct, Major Family Law have gained extra flexibility and peace of mind. The Document Direct team acts as an extension of theirs - stepping in whenever needed to maintain a smooth workflow and keep client service levels high.

"I'd say Document Direct are very trustworthy and offer an excellent turnaround in dictation in a timely manner."

When asked how likely they'd be to recommend Document Direct, Joanne's response was immediate:

"Definitely a 10 out of 10!"

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

“Document Direct are very trustworthy and offer an excellent turnaround in dictation in a timely manner.”



Manchester Law Society
Instituted 1838 Incorporated 1871



Lawshare



Cheshire & North Wales
Law Society



Cert. no. 10046



+44 (0) 1926 821900 | info@documentdirect.co.uk | www.documentdirect.co.uk