

## CASE STUDY

# Hill Dickinson

### The Success Statistics:

- Over £1 million of overhead savings secured through outsourcing.
- Ensuring a consistent client experience across 12 international offices and 35 areas of law.
- Document Direct's support avoided the need to hire additional full-time secretaries in a London office expansion and has helped in maximising overhead headcount.

### Helping Hill Dickinson to provide excellent client service across the Globe

Being able to deliver a first-class, consistent client experience across all of its international hubs is essential to Hill Dickinson. As a leading international, commercial law firm with partners working out of twelve office locations, across a variety of continents and time zones, Hill Dickinson has an ongoing demand for fast-turnaround transcription, typing and document production that is available to fee earners at any time, in all corners of the globe.

A firm that has undergone significant expansion in recent years, Hill Dickinson required a scalable and cost effective way to address secretarial resource stretch.

To address the challenge of sourcing and maintaining high-quality secretarial support as the firm expanded and strengthened its international presence, Hill Dickinson brought in Document Direct.

“ Having used Document Direct for fifteen years, we have found their service invaluable”

- Carolyn Morgan, Chief People Officer

### 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 Hill Dickinson needed:

To support its fee earners in the UK, mainland Europe and Asia as they deliver expert advice and strategic guidance to businesses, organisations and individuals across a range of sectors, Hill Dickinson needed a flexible, scalable and cost effective secretarial resource, with consistent output guaranteed.

With the firm opening new offices at home and abroad, it was focused on minimising secretarial overheads as far as possible, without compromising on quality of service.

Carolyn Morgan, Chief People Officer at Hill Dickinson said, "New offices and growing fee earner teams meant an increased demand for secretarial support and document production – which had a significant overhead cost attached. We wanted to manage these costs but needed to maintain a first-rate secretarial service as the firm grew.

"When we started working with Document Direct heightening efficiency was a key driver for us and we also needed to streamline our document production process. Audio transcription accounts for about 60 per cent of our document production; creating and amending documents from our precedent base and using legal forms accounts for the remainder and we needed to improve efficiency here too – to free up valuable time for our fee earners.

"We employ more than 190 partners across our office network, with teams in Manchester, London, Liverpool, Leeds, Birmingham, Singapore, Hong Kong, Piraeus and Monaco. The international nature of our work means our lawyers often work from remote locations and we wanted to equip them with the ability to send dictation from wherever they were.

"As we entered the pandemic and all working from home our relationship with Document Direct meant that we had a seamless service for our fee earners and our clients. It was business as usual."

## What Document Direct delivered:

Document Direct offered the perfect outsourced solution to meet the requirements of a law firm with the scale and reach of Hill Dickinson.

Document Direct's 24/7 digital dictation transcription service gave their UK lawyers access to support beyond the 9-5 and Hill Dickinson's international team of fee earners instant access to a talented pool of legal secretaries who work 7 days a week, 24 hours a day, 365 days a year.

Fee earners from each of Hill Dickinson's offices are now able to send their dictation in an easy and secure fashion to Document Direct. The Document Direct team then quickly types up documents, formats them according to Hill Dickinson's pre-agreed house style and sends them back promptly, securely and accurately. No matter where the fee earner is based, Document Direct ensures they are able to deliver their expertise and advice much more quickly than was previously possible.

The service can be scaled up or down according to needs and is only charged for when used, helping to control costs.

By liaising closely with the Hill Dickinson Operations team, Document Direct was able to tailor a document production service for the law firm that would save time and reduce costs. This has proven particularly effective for the firm's corporate department, which produces a high volume of complex corporate documentation, often outside regular office hours.

Carolyn says, "Document Direct worked with us to create a process that makes it easy for our lawyers to outsource the amending of complex, technical documents. It hasn't been necessary to expand our Document Production Unit as Document Direct has been able to provide seamless support both during office hours, late into the night and at weekends."

## The Document Direct benefits:

Besides supporting the consistent delivery of excellent client service to Hill Dickinson's international client base, Document Direct has been able to help the firm to improve efficiency, reduce overheads and free up valuable fee earner time to support profitability.

By outsourcing its secretarial service to Document Direct, Hill Dickinson avoided the need to hire additional secretaries to support its London office. This represented a massive saving in recruitment and overhead costs.

**Overall, Hill Dickinson has achieved well over £1 million saving in secretarial overheads by outsourcing typing overflow and document production to Document Direct.**

Carolyn explains, "Having used Document Direct for over 15 years, we have found their service invaluable. We now have greater flexibility and capability, which we have needed particularly over the past 18 months. With Document Direct, we are able to get the best out of our resources both physically and financially and the pay-on-demand service from Document Direct means support costs accurately match the firm's activity levels. We deliver quality and efficiency of service to our clients and Document Direct has played a key role in helping us deliver this service to our clients and more. They have the expertise, a "can do, friendly but highly professional" approach to our business, and they're great people to deal with too".

**“ Having used Document Direct for eight years, we have found their service invaluable”**

*- Carolyn Morgan, Chief People Officer*

**“ The support from Document Direct is massively appreciated. Great turnaround times and really helpful generally.”**

*- Matt Noon, Head of Liverpool Corporate*

## 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: 2022
- ISO 22301: 2019
- ISO 9001: 2015
- Registered with the Information Commissioner's Office
- GDPR Compliant
- B Corp certified



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