

## CASE STUDY

Augustus Cullen 

**Name:** Jennifer Gormley

**Title:** Office Manager

**Location:** Dublin

### The Success Statistics:

- Reduced backlog pressure.
- Consistently prompt turnaround times.
- Positive feedback from all staff regarding service levels.
- Greater operational resilience.
- Peace of mind knowing support is always available.

### Helping Augustus Cullen strengthen their capacity - without disrupting what already works

With offices in Wicklow, Dublin and Gorey, this established Irish practice comprises 16 solicitors and 29 support staff. The firm advises across a broad range of areas including commercial litigation, general litigation, medical negligence, family law, probate and property - requiring consistent, accurate and timely document production across departments.

### What Augustus Cullen needed

Prior to working with Document Direct, all dictation and document production was handled in-house by secretaries and one full-time remote typist.

While this structure worked, it presented two key challenges:

- Backlogs during busy periods.
- Limited cover during annual leave or sickness.

When team members were unavailable, pressure increased on the remaining staff, risking delays and inefficiencies.

“ It gives us peace of mind to have the service available.”

- Jennifer Gormley

### 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 Document Direct delivered

By introducing Document Direct as an additional layer of support, the firm created built-in resilience within its document production function.

Rather than replacing existing staff, the service was integrated as a complement to the current team, providing:

- Reliable overflow support.
- Immediate cover during absences.
- Prompt and efficient turnaround.
- Additional capacity during peak workloads.

The integration process ran smoothly, with no significant hiccups, allowing the firm to embed the service quickly and seamlessly.

## The Results

While the firm chose to retain its full support team, the service has delivered significant value by safeguarding workflow continuity and protecting service standards.

The solicitors themselves benefit directly - knowing that when additional support is needed, it is immediately available.

In addition, Document Direct works directly within the firm's existing case management system, **Keyhouse**, ensuring documents are produced, saved and returned seamlessly within established workflows. This means no duplication of effort, no disruption to internal processes, and complete continuity for both fee earners and support staff.

## Final Thoughts

For firms hesitant about outsourcing document production, this client offers clear advice:

"It gives us peace of mind to have the service available."

By enhancing, rather than replacing, internal support structures, Document Direct provides firms with flexibility, security and confidence to deliver exceptional client service, even during peak demand or staff absence."

## 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:

- LawNet
- LawSave

### 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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