

Workflow Management Standard



Powerful, task delegation, digital dictation and speech recognition software. Built by legal experts, for legal experts.

Overview

Workflow Management is a task delegation, digital dictation and speech recognition solution that allows work to be automatically routed to the right support staff, at the right cost to the firm and monitored through to completion.

Workflow Management's standard tier option empowers lawyers to delegate tasks using their voice quickly and efficiently, while pulling in valuable data from other legal systems. Support teams can effortlessly manage their workloads and move tasks along single or multi-step workflows quickly, reducing turnaround times.

Available on desktop, mobile and tablet, our software fits with your existing hardware and systems. Management can easily configure the tool to complement different team structures and support hybrid working models. With support from our in-house team of legal experts, you can get the tool up and running in a matter of weeks, enabling you to start delivering ROI rapidly

Offered on-premise, or hosted securely in the cloud, Workflow Management offers best-in-class functionality to help you rapidly boost profitability and productivity, wherever your teams are working

For Firm Management

- Configure the software to easily fit any legal support service model. Create multiple groups and departments, and push more complex work along multi-step workflows
- Meet rising demand from clients for work to be completed by the most cost-effective resource
- Keep your data secure, with end-to-end encryption, configurable user access and password protection features. Reduce risk by linking to documents stored within your DMS
- Ensure work is always completed on time, with the ability to easily redistribute work away from busy or absent staff, clear backlogs and push tasks along workflows

For Support Teams

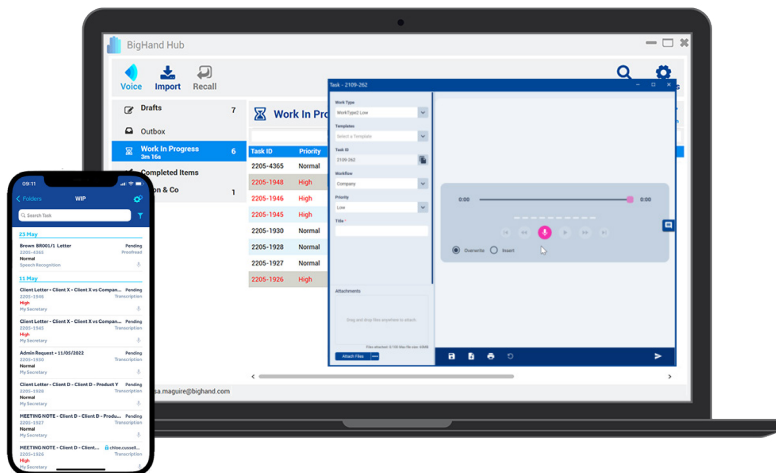
- Effortlessly manage workloads, with a real-time view of all open, pending or completed tasks, due dates and priority tags. Import dictations on behalf of lawyers and receive alerts for new tasks
- Seamlessly process dictations, with audio preferences and playback options. Securely lock tasks to prevent duplication and split dictations that need to be handled by multiple departments to hit a deadline
- Receive all the info needed to complete the work right, first time, with links to files in your DMS and client & matter information

For Lawyers

- Delegate from anywhere at anytime, with desktop, mobile and tablet applications included at no extra cost
- Save time to focus on higher value work, with dictations automatically routed to the right staff via configurable, single or multi-step workflows
- Reduce task delegation and turnaround times, with audio playback, insert and overwrite features, priority tagging and due by dates
- Increase the speed and quality of task completion by integrating with your DMS and syncing client & matter info from your CMS or PMS
- Easily monitor task progress on desktop and mobile to manage client expectations
- Save valuable transcription time with speech recognition software that's cost effective. Dictations sent to speech recognition are up to 99% accurate and returned within seconds

The Big Benefits

- Enhance client service
- Save money & boost profits
- Improve turnaround times & productivity
- Share & receive work seamlessly
- Keep your data secure
- Support hybrid & flexible working



Software designed for legal professionals



Digital Dictation

Record high-quality voice notes, add comments or attach files and send for transcription. All common dictation hardware devices are supported



Speech Recognition

Seamlessly convert speech to text, playback, edit and send via email with one-click



DMS Integration

Attach or insert links to files stored within your iManage or NetDocuments DMS to any task



Client & Matter Lookup

Pull client & matter information into tasks from in-house systems (DMS, PMS, CMS)



Work Sharing

Gain visibility of who is accessing tasks in real-time and give users the ability to see completion status at any given time. Support teams can import dictations on behalf of lawyers



Streamlined Task Processing

A live feed of all support tasks. Sort and filter by work type, priority, due date, author. Easily reassign or split tasks that need to be handled by different departments



Intelligent Workflows

Single or multi-step workflows to automatically route tasks to the most cost-effective resource



Mobile Apps

Submit any task from iPhone, iPad or Android, included in the price of your subscription



Comprehensive Administration

Configure the software to easily fit any legal support service model



Data Security

Active Directory integration, end-to-end encryption and password protection features. Configure different levels of user access to control who sees what

Workflow Management Features	Standard	Plus	Advanced
Real-time workflow	✓	✓	✓
Mobile access	✓	✓	✓
Voice task submission	✓	✓	✓
Workflow administration	✓	✓	✓
Form task submission		✓	✓
Form designer		✓	✓
Email task submission		✓	✓
Task retention and search		✓	✓
Deadline management		✓	✓
Process reporting for workflow		✓	✓
Timesheets			✓
Utilisation reporting			✓
Optional add-on features:			
Speech Recognition	+	+	+
Outsource Module	+	+	+
Service Provider Gateway	+	+	+
SDK	+	+	+

Task delegation, workflow, reporting & analytics

Workflow Management's standard tier option enables the seamless delegation of dictated tasks to support teams via configurable workflows.

If you are looking at advancing your delegation capabilities, a simple upgrade to our plus or advanced tiers incorporates all lawyer delegation options, and provides advanced reporting capabilities to help you make datadriven, operational decisions.

Join thousands of firms using Workflow Management to achieve operational efficiency



We looked at all the key players, including our current provider at the time, and drew up a comparison based on factors like cost, technical features and how futureproof each system would be. BigHand won hands down

Programme Manager
Workflow Management Customer



We wanted a solution that could integrate with our document management system and allow our users to remain productive when working remotely on their iOS devices. A quick scan of the market and some basic due diligence all pointed to BigHand

IT Director
Workflow Management Customer

