

CASE STUDY



Name: Tina Eagles

Title: HR Manager

Location: London

The Success Statistics:

- 50% saving on cost of equivalent work
- 48% of work sent outside of normal office hours
- An average of 160 jobs sent through every month

Helping an international firm grow and evolve

Lewis Silkin LLP is a UK top 100 law firm with 66 partners based in the City of London with additional offices in Oxford, Cardiff, Dublin, and Hong Kong. They have particular expertise in brand management, technology, employment, litigation, and dispute resolution.

Their partners receive high-quality support from internal staff and the challenge was to match (or exceed) that high-level support with typing and document production services. The aim was to provide services to be available 24/7 including bank holidays and to ensure that the support offered no compatibility issues with their *BigHand* dictation workflow and *NetDocuments* DMS.

What Lewis Silkin needed:

There were three key elements identified as being crucial to the success of integrating Document Direct's services:

- Seamless IT integration
- Confidence in the security
- Recognition that the fee earners do not like change and our service should only offer them improvement

It was vital, therefore, for Document Direct to first of all gain a detailed understanding of Lewis Silkin on many levels, and to plan to integrate with Lewis Silkin's internal systems.

“Our lawyers, and indeed, secretarial teams have found the service an invaluable resource.”

- Tina Eagles, HR Manager

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

Considerations involved with the solution:

Document Direct's accreditation to ISO 27001:2013 ensures the business has appropriate security controls in place to manage Lewis Silkin's security, compliance, and data protection.

Detailed training was undertaken by Document Direct and a specialist team of Document Direct's legal secretaries and document production experts were assigned to Lewis Silkin's workflow. The project planning and understanding that followed enabled all issues to be carefully considered and a solution proposed and implemented.

What Document Direct delivered:

An enhanced and flexible typing and document production resource, fully integrated within Lewis Silkin which has provided the following benefits:

- Flexible and seamless resource
- Service that is only charged when used
- Confidence from all fee earners and PAs that typed work will be returned accurately to agreed deadlines and service levels

Lewis Silkin continues to grow with more lawyers being hired and the in-house secretarial team is more able to focus on supporting their teams and departments without fixed incremental overhead cost.

“I have demanding turnaround times and dictate a lot while on the move, and at odd times of the day and night. Document Direct's service is always responsive to what I need, and this enables me, in turn, to be more responsive to my own clients' needs.”

- **Cliff Fluet, Partner**

“Delivering accurate and on-time typing is a given. What makes Document Direct stand out is their account management and the development of strong relationships across our firm. This has given us confidence that feedback from lawyers is always acted upon. As a result, more people are using the service, and our lawyers, and indeed, secretarial teams have found the service an invaluable resource.”

- **Tina Eagles, HR Manager**



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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

350+ 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