

CASE STUDY



Name: Jo Wilkins

Title: HR Manager

Location: Olympic Park, Stratford

The Success Statistics:

- Turnaround times have improved by around **50%**
- Secretaries upskilled to focus on supporting lawyers with more complex tasks
- Improved efficiency with 24/7 typing support

Document Direct has proved the ideal partner for Bowling & Co, thanks to its innate understanding of lawyer needs.

Based on the edge of the Olympic Park, Bowling & Co are a well-established and client-focused law firm acting as trusted advisors to both individuals and businesses of all sizes throughout the UK and overseas.

Bowling & Co's HR Manager, Jo Wilkins explains: "By outsourcing some of our dictation to Document Direct, we have been able to move dictation away from secretaries and use the excellent resources Document Direct have, enabling secretaries who are capable of so much more to upskill and help fee earners and the firm more effectively. The support from Document Direct is particularly useful to fee earners who can now get their documents 24/7 if that is what they want!

Using Document Direct has demonstrated to fee earners the extra efficiency in process and workflow they can benefit from. I also find the Helpdesk and Support team very quick to respond with any queries."

What Bowling & Co needed:

Bowling & Co's HR Manager, Jo Wilkins explains, "Before our relationship with Document Direct we used traditional secretaries, with every fee earner having at least one, some even two or three. We now have two secretaries across the whole firm and have upskilled others to team executives.

“ Using Document Direct has demonstrated to fee earners the extra efficiency in process and workflow they can benefit from.”

- Jo Wilkins, 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

“ I would encourage anyone to give it a go.”

As HR Manager, Jo manages multiple tasks, one of which is overseeing the dictation workflow. Prior to using Document Direct's services, finding cover if secretarial staff called in sick, were on holiday or absent, meant finding support at short notice to support fee earner demands.

With the increased use of emails, client demands require dictation to be returned quicker than ever. The support of Document Direct has helped the business work more efficiently and Jo is now able to concentrate on more important aspects of the business.

What Document Direct delivered

Document Direct liaised closely with the Bowling & Co team to develop a service tailored to the specific needs of the firm. This included a seamless integration with their dictation software, Diktamen and their CMS, ALB.

The integration allows the digital files to be delivered securely to Document Direct's highly experienced team of typists. The team then type up the documents within their ALB system and notifies them when they are completed. The service is available 24/7 but is only used, and charged for, when the firm needs it, helping to control costs. Jo said "We don't use the 24/7 service a huge amount but it's great to know it's there as a buffer."

"The support from Document Direct has helped us to deliver an enhanced service to our clients because of the speed in which work is turned around. They are very reliable."

"I would encourage anyone to give it a go."

The whole process is overseen by a dedicated Account Manager, Operations Manager and 24/7 Helpdesk, whose support Jo finds to be excellent and incredibly quick.

The Document Direct Benefits

Document Direct is helping Bowling & Co to respond to clients in a more timely manner. The support has helped both Jo and the fee earners, and freed up the secretarial team to do more client focussed work, which has also resulted in a better management of time all round.

"The quality and accuracy of the work returned has exceeded our expectations. The typing team are thinking and acting, not just blindly typing - they notice if something isn't quite right and come back with queries. They are able to work within our CMS which is a great help."

Document Direct has proved the ideal partner for Bowling & Co, thanks to their innate understanding of lawyer needs, their dedication to outstanding client service and their ability to develop flexible, high-quality typing, transcription and document production solutions.

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

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