



# FREETHS

## Case Study - Seamless integration

Freeths is one of the UK's leading law firms. It is a commercial law firm with more than 120 partners and over 600 members of staff covering the country from offices in 11 cities. The firm has particular expertise in a range of sectors including: Care, Charities, Drinks, Hospitality & Leisure, Education, Energy & Natural Resources, Insurance, Local Government, Manufacturing, Retail and Transport.

### The Challenge

Freeths are committed to continuous improvement in their service delivery, providing positive, practical solutions for their clients. The constant drive for efficiency ensures the firm has little spare capacity within the support teams. The need for lawyers to now be available at all hours of the day to help maintain the firm's high level of service, can create urgent transcription needs out of office hours.

The situation can be exacerbated by new business wins, or the appointment of new lawyers, which can stretch internal resources. With the firm growing steadily, there is demand throughout the firm and reliable support is needed to cope with busy periods, holiday cover and to offer fee-earners out-of-hours support, including weekends.

### The Solution

Our typists work directly into the document management system used by Freeths. This seamless integration with their systems ensures we are much more an extension of their in-house resources, than an external service provider.

Utilising the DictateNow Admin Portal allows Freeths to accurately monitor the level of dictation requiring transcription. It also allows individual solicitors to manage their own and their secretaries workloads, routing work directly to DictateNow if work is pressing or a backlog needs clearing. The work can be diverted without prior notice and is invaluable for holiday and sickness cover, minimising the need for temporary staff.

Because we have a large typing resource, we can dedicate a team of typists that have learned the intricacies of the systems in use at Freeths and are able to complete work as quickly as the in-house resources - usually within 45 minutes.

### The Benefits

DictateNow work with some solicitors as their primary source of typing, whilst providing a valuable resource for other solicitors and their secretaries to help them manage their workflow. Out of hours support, including weekend and evening cover, has enabled fee-earners across to increase their productivity and maintain high service levels.

There is no contract, no monthly fee and no minimum spend. Users pay for each minute of dictation, only when required and utilise their own resources when available. Turnaround times for work, reflect the integral nature of the relationship, rather than the service expected from an outsourcing provider. Any issues are resolved quickly and Freeths continue to use a service they have relied on since 2009.

*"DictateNow is an integral part of our firm now, providing an essential typing service. They complete our work within our case management system which makes the service as seamless as possible"*

**Bethan Davies**

Head of Applications Development

### In Brief

Some lawyers use service as primary typing source

Support 24/7/365 from large pool of only UK-based typists

No contract, no monthly fees, no minimum spend

ISO 27001:2013 & ISO 9001 certified

**Dictate  
NOW**

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