



Case Study - Integration cuts admin costs

TV Edwards LLP is a leading firm of solicitors and advocates, with several areas of specialism, including criminal law, family law, personal injury, housing and employment law. It has become one of the most sizeable legal aid firms in the UK, operating from six offices spread throughout London.

The Challenge

Following its merger with Blacklaws Davis in 2011, TV Edwards LLP has grown to become one of London's largest public funded law firms. Growth, an increasing workload and pressure on the UK's legal aid budget has ensured the firm continues to pursue the most efficient working practices, that saw it win a Lexcel Award for Excellence in Practice Management.

The firm recognised that digital dictation and transcription saved time for fee earners, but valuable administration time could be swallowed up transferring finished documents to the case management system. The challenge was to find a system that allowed fee earners under time constraints, or out of the office, at court, at police stations, etc., to add directly to their case notes in a timely and efficient manner.

The Solution

Utilising the DictateNow Admin Portal allows TV Edwards LLP to use their in-house resources whenever possible, but access more than 300 UK-based, qualified legal secretaries, when the workload increases and time is pressing. The service removes any headaches associated with staff sickness, holidays or maternity leave, providing an alternative able to respond with almost unlimited resources to take up any slack.

Typists working for DictateNow have secure remote access to the case management system at TV Edwards LLP and complete transcriptions quickly and directly into the system. This not only cuts administration time and costs, but ensures sensitive data never leaves the law firm's servers.

DictateNow's mobile app has also speeded up the transcription process for fee earners away from the office, turning Smartphones into digital dictation machines.

The Benefits

DictateNow has worked with TV Edwards LLP for a significant period and they have now become reliant on our service, with the firm recognising the benefit of the efficient and organised typing service we deliver. It allows them to concentrate on delivering expert legal advice to their clients and worry less about secretarial resources, safe in the knowledge our service will deliver the resources they need, whenever they need them.

The overall service described by TV Edwards LLP as 'professional' is complemented by our telephone support service that deals quickly with any queries that arise and the in-house quality assurance team that ensures transcriptions remain 100% accurate.

"The advantage of the service is that the typing is saved directly into our case management system, which reduces the administrative time once the transcription has been completed"

Maria Chainani
Family Solicitor

In Brief

Support 24/7/365 from over 300 UK-based typists

Transcriptions delivered directly into case management system

Pay as you go and no minimum usage charges

ISO 27001 and ISO 9001 accredited

Mobile apps

