



Case Study - Integration cuts administration

Crane & Staples is a well-respected independent law firm based in Welwyn Garden City. With 6 partners and 35 staff in total, the firm delivers high quality advice for businesses and individuals, with particular expertise in Family Law, Litigation, Employment and Personal Injury, Wills, Trusts and Probate, and Commercial Property matters.

The Challenge

Crane & Staples continually assesses its business processes to seek out improvements and drive greater efficiency, to ensure they maintain the high quality service for which they are renowned.

The challenge facing the firm's management was delivering the same level of secretarial support expected by the fee earners, whilst allowing natural wastage of in-house resources to increase efficiency.

The Solution

As for many firms, busy periods, holidays and out of hours support had always been an issue and a more comprehensive service that could also address these aspects of the business was sought. The firm reviewed all possible solutions and found outsourcing their secretarial requirements when necessary was the ideal solution and after assessing service providers DictateNow was chosen.

To deliver the service required by busy fee earners, we have a team of typists dedicated to Crane & Staples. Work is undertaken directly into their *Partner for Windows* case management system, which ensures a seamless integration of our team with their office.

This tailored service allows our typists to learn their way around the systems at Crane & Staples and reduce the time for work to be completed. The fee earners, using digital dictation machines or our mobile app, had to change their way of working slightly, but easily adapted to the newly introduced work flow. A little time and effort was required on the part of Crane & Staples to get things working exactly as they wished and although this is only to be expected with new systems, it again highlights the flexibility of our approach.

Despite providing a dedicated team for Crane & Staples, they are still able to utilise our services 24/7/365 if required, on a pay as you go basis, with no minimum charge or monthly usage requirements.

The Benefits

The high quality integrated service we provide to Crane & Staples ensures they continue to deliver excellent customer service and devote time to their clients' issues, not secretarial support.

Our support is available to firms of all sizes, who can turn the service off and on as necessary, to achieve the level of support required to replace in-house resources on a temporary, day by day basis or permanently if a firm is seeking even greater efficiency.

"We regard DictateNow as very much part of our team. Their typists work directly into our case management system using our templates and workflows thus ensuring that all our documents are produced in the same house-style."

Alistair Williams
Office Manager

In Brief

Over 300 UK-based typists providing 24/7/365 cover

Dedicated typist team working directly into case management system

Flexible service with no minimum usage

ISO 27001 and ISO 9001 accredited

Pay as you go service

