

## Case Study

### Leisawitz Heller



# Leisawitz Heller Chooses a Cloud-based Solution to Update Their Dictation Practice and Sees Notable Efficiency Gains

Leisawitz Heller is a small law firm serving individuals, entrepreneurs and businesses in southeastern Pennsylvania. They provide a range of legal services, including business formations and mergers, bankruptcy, employment law, personal injury litigation, real estate development, estate planning and administration, elder law and taxation.

### The Background

Leisawitz Heller's 15 attorneys, 10 paralegals and 13 administrative staff take great pride in the longevity and retention rates they've achieved with their clients.

All of the firm's attorneys had been dictating using old, hand-held microcassette devices. Like any older piece of well-used equipment, their dictation devices had seen better days. They had been relying on one person for repairs; he was otherwise retired, but would help the firm when needed. However, the time came when he could no longer get the parts to repair the devices.

### The BigHand Solution

The firm's members were skeptical at first about using the cloud, but they did not want to have to purchase a lot of equipment or have to maintain systems on an ongoing basis. They evaluated several providers of digital dictation and relied on recommendations from the Association of Legal Administrators to help make their decision.

The firm's members were intrigued by the benefits of a system that is hosted in the cloud. After careful evaluation, they chose BigHand Professional Edition software, which offers a robust digital dictation workflow solution and requires no additional hardware or software investments. It incorporates both desktop and smartphone access for users, allowing users to dictate and submit tasks from wherever they are at any time.

### The Benefits

"BigHand is so easy to use," said Kim Dunkle, the firm's controller and firm administrator, "even our less tech-savvy attorneys use it on their smartphones without any issues." Since the decision was made to switch to BigHand, Dunkle has received no complaints or push-back from users.

### The Business Challenge:

Outdated and difficult to repair dictation equipment

### The Solution:

BigHand Professional

### The Results:

A seamless transition to dictation via the cloud using smartphones allows firm to do away with legacy devices that were costly and difficult to repair.



**“I love that I can work from wherever I am – at the airport, on vacation – and know that it is sent instantaneously back to the office and my assistant is working on it. It’s so convenient, too. I mean, who doesn’t have a smartphone these days?”**  
– John Speicher, Attorney

The firm’s attorneys use BigHand to dictate documents from wherever they are working, and are pleased that turn-around on documents has been reduced from two days to one day or less. They also dictate time entry and notes to their secretaries when they are out of the office.

Attorney John Speicher said, “I love that I can work from wherever I am – at the airport, on vacation – and know that it is sent instantaneously back to the office and my assistant is working on it. It’s so convenient, too. I mean, who doesn’t have a smartphone these days?”

The firm’s support staff appreciates BigHand because they no longer get a stack of tapes at the end of the day and can prioritize their work based on how the attorneys have prioritized projects within the BigHand platform. When they are busy, they can use BigHand to easily delegate work to others on the support team who do not have as much on their agendas.

Lisa Zieckler, a Legal Secretary at the firm, loves the change to BigHand, “We used to have to wait for the attorneys to bring the tapes back to the office to start working. Now I get a notification on my computer for new dictations and can start working on it right away. I can also help others in the office manage workloads. When one person is overwhelmed, we just move work to another who has more time. Our old tape-based dictation was primitive compared to BigHand.”

Setup of BigHand Professional was smooth for the firm, and members needed just a few training sessions before the entire firm was fully utilizing the platform. When they’ve had questions, Dunkle reported that BigHand support has always been quick to respond.

## About Leisawitz Heller

Leisawitz Heller is a small law firm located in Wyomissing, Pennsylvania. Since 1957, they’ve represented hundreds of clients in Berks County and throughout southeastern Pennsylvania. Their 15 attorneys, 10 paralegals and 13 administrative staff handle a wide variety of legal matters, from personal injury to bankruptcy or elder law, yet each attorney concentrates his or her practice to only a few areas. Thus, each of the firm’s attorneys develops the depth of experience needed to become a leader in his or her practice areas. Learn more about the firm at <http://www.leisawitzheller.com>.

## About BigHand

BigHand, Inc. supports more than 192,000 professionals globally, across 1,650 organizations, and is based out of Chicago, London, Sydney and Toronto. BigHand’s voice productivity technology combines workflow digital dictation, smartphone applications, speech recognition and document creation to offer the legal market a technology that allows attorneys to use their voice to get more done while improving operational efficiencies and reducing overhead costs. Further information is available at [www.bighand.com](http://www.bighand.com).

The BigHand Group supports over 192,000 professionals globally, across 1,650 organizations, and is based out of Chicago, London, Sydney and Toronto. You can follow us on Twitter or follow our company on LinkedIn.

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