



## Leading city law firm improves time capture and workflow efficiency with BlackBerry solution

Based in the City of London, with offices in Oxford, the law firm of Lewis Silkin delivers legal services in three broad areas: property, marketing and brand management, and employment law. "A rather more human law firm" is how the firm describes itself. What makes Lewis Silkin distinctive is how notably relaxed and unstuffy the firm is, which explains why it is highly ranked in The Sunday Times "100 best companies to work for" survey in 2009.

### The Challenge

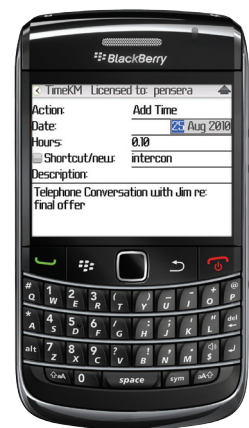
Over five years ago Lewis Silkin decided to deploy a BlackBerry® solution in order to bring mobile email, contacts and calendar to partners, associates and key staff. "We chose BlackBerry because it was secure and was the de facto device for mobile email in the legal field," explains Jan Durant, Director of IT at Lewis Silkin. "BlackBerry had emerged as the best of breed method of getting email."

The firm's early adoption of the BlackBerry solution was well received by the lawyers. So much so that many of the lawyers forgo carrying a laptop because they all have BlackBerry smartphones. As Durant explains, "We found that most people had laptops because they wanted to get their email. Since the BlackBerry is always with them and always on, they no longer needed laptops. It fits perfectly with how they work."

The next challenge facing Durant and her team was how to improve the efficiency of the dictation and time entry business processes – and they saw mobile users as the key. Durant felt that the firm's current time entry system wasn't able to keep up with the highly mobile fee earners because it obliged them to return to the office to record time. Moreover, "we found that people were phoning voice mail from their BlackBerry smartphones to leave messages with their secretaries for dictation. We had found a way to import the voicemail messages into the existing BigHand digital dictation system, but it really wasn't satisfactory." The firm had been using BigHand since 1999 for desktop dictation.

### Benefits

- Increased fee-earner efficiency
- Improved digital dictation workflow
- Easier, more accurate time entry
- Enhanced employee satisfaction
- Improved ROI on existing BlackBerry infrastructure



TimeKM™ screenshot on the BlackBerry® Bold™ 9700 smartphone

It was clear to Durant that the BlackBerry platform could hold the solution to both these challenges. "We knew that if we put applications on the BlackBerry smartphones, they would use them." In addition, says Durant, "all the leading software solutions for the legal field have developed applications for BlackBerry."

## The Solution

In 2007, Lewis Silkin deployed BigHand for BlackBerry, followed in 2009 by TimeKM™ Mobile from PensEra Knowledge Technologies. With BigHand for BlackBerry users can record, edit and submit dictations using their BlackBerry smartphones. The dictations are instantly uploaded over the mobile network where they enter into the workflow just as they would in the office. In addition, mobile users can manage and monitor the status of dictation workflows from their device.

The TimeKM Mobile for BlackBerry application lets lawyers capture billable events as they happen, using a simple interface on their BlackBerry smartphone. Captured time data is sent to TimeKM Web (at the desktop) where it can be received and validated by an assistant, which shortens the gap between billable action and recording that action in the system.

## The Benefits

According to Durant, the decision to capitalise on the firm's existing BlackBerry environment to mobilise time entry and digital dictation has unlocked new sources of efficiency. She explains that, "instead of having to waste time getting a dictation with poor audio quality off voicemail into BigHand, they've got proper digital dictations to listen to. So the output they are producing is going to be better as a result – and quicker."

The experience of the lawyers echoes Durant's assertions. When asked about BigHand for BlackBerry, partner Cliff Fluet from the Media, Brands and Technology team says, "I use this functionality several times a day. It enables me to order my thoughts and give a stream of instructions to my secretary in a way that she can prioritise easily with the ability to flag importance of particular matters. I can use the BlackBerry as 'an extension of my brain' in relation to making up to-do lists, keeping ahead of correspondence and making sure that I never fall behind. In short, I think it's an amazing piece of kit that I don't think I'd be able to manage without." Further, Mark Lim, a senior associate specialising in litigation comments, "I find the BlackBerry solution with TimeKM extremely helpful. Last week, for instance, I was out of the office for three business days. TimeKM allowed me to log my time. It picks up my saved shortcuts and so, very quickly, I can apply the time to the appropriate file. Without the BlackBerry solution with TimeKM, there's no doubt that time spent in small chunks remotely would slip through without being captured."

"Most of our people would say they couldn't live without the BlackBerry solution," says Durant. "They love it. The BlackBerry solution is about greater efficiency and making life better for staff, which is what you'd expect from a firm that's rated as one of the best companies to work for."

[www.blackberry.co.uk/casestudies](http://www.blackberry.co.uk/casestudies)

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Director of IT, Lewis Silkin

## BigHand

Used by over 1,000 organisations globally, BigHand voice productivity software allows professionals to record, edit and send voice files or verbal tasks via BlackBerry smartphone to office based support, outsourced services or convert voice to text. Recordings submitted via BigHand for BlackBerry smartphone instantly enter the office workflow, and are tracked via status updates, priorities and alerts. BigHand software helps firms expedite the document production process, reduce support & hardware costs and improve client service.

## TimeKM™

TimeKM™ is a preferred Best of Breed time tracking solution for Enterprise law firms. Its simplicity, scalability, extensibility, and integration platform allows firms to capture more with less effort, while better managing the firm's most important asset – Time.