



## BlackBerry Customer Success

### EBR Attridge saves almost £10,000 and improves productivity, responsiveness and dictation workflow with BlackBerry solution

EBR Attridge is a leading criminal and family law practice with five offices in the Central London area. The practice has six partners and over 35 lawyers, including a number of experienced in-house advocates operating in all the higher courts including the Crown Court, High Court, Court of Appeal and House of Lords. In addition to providing a full range of expertise, the firm is deeply committed to providing clients with first-class service.

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#### KEY BENEFITS

- Improved productivity
  - Faster dictation workflow
  - Increased responsiveness
  - Highly cost effective
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#### THE CHALLENGE

EBR Attridge had grown rapidly over the past few years. What started as a single-office practice in North London had grown to become a five-office operation with a head office in the city centre. "We are a top-10 firm in legal aid," says Vince Reveglia, Managing Partner at EBR Attridge. "We've become one of the biggest criminal litigation firms in the country." As the firm became involved in bigger and more complex cases, the lawyers were spending more time than ever in court and with clients. With email as the main means of communication with clients and colleagues, the multiple offices and increased time away from the office drove the need for a mobile email solution to facilitate uninterrupted communications.

But Reveglia wanted more than just email. "We wanted the most secure, most reliable solution for email," he explains, "but we also wanted a platform that would allow us to mobilise other business functions."

#### THE SOLUTION

EBR Attridge decided to deploy a BlackBerry® solution to all 41 fee earners. "We decided to introduce BlackBerry really for the convenience of staying in touch with our staff and for productivity. We didn't want users to have to fiddle around with fetching email; we wanted messages delivered as they arrived. We also wanted all data stored on the device to be secure and all wireless communications to be encrypted - both of which BlackBerry offers." Another important feature was support for email attachments, as the firm's lawyers regularly receive messages containing Microsoft® Word and Excel files.

“As a business tool, BlackBerry is crucial. We swear by it.”

Vince Reveglia  
Managing Partner  
EBR Attridge

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**Industry:** Legal

**Region:** UK

**Solution:**  
Yodal Digital Dictation  
from V7 Technology

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V7 Technology is a specialist developer and supplier of digital dictation systems. Their mission is to supply cost effective solutions that maximise output. Thousands of users in many different sectors rely on V7 for their document creation.

Next, EBR Attridge installed the Yodal digital dictation platform from V7 Technology, a member of the BlackBerry® Alliance Program. Yodal consists of a recorder application for the BlackBerry® smartphones and player software for the personal assistant's PC. The user records the dictation on the BlackBerry smartphone and can edit it on the device before sending it away for transcription. The user can add comments and a reference to outgoing dictations. Yodal streams the recorded file straight to the PA's inbox. “One of the main reasons we picked Yodal was because it didn't require any costly infrastructure or system investments. It was a quick and cost-effective add-on to the BlackBerry solution. It works very well for us,” says Reveglia.

## EBR ATTRIDGE BENEFITS

With the BlackBerry solution, EBR Attridge has seen tangible benefits. First, says Reveglia, “productivity has increased enormously in the sense that we can contact our staff and they can deal with issues at any time. When lawyers are in court they can't answer the phone or pick up voicemail, but they can certainly pick up their emails while sitting and waiting. It's invaluable.”

Furthermore, the BlackBerry solution supports the firms' growth, because they can respond more quickly to contacts and new cases. “I might be sitting at home in the evening when a barrister contacts me with an important request. I can respond then and there instead of waiting till the morning,” says Reveglia. “I'm very confident that this improved responsiveness means that we pick up cases that might have slipped past us in the past.” Also, the BlackBerry solution keeps lawyers in contact with the courts, so if a hearing is postponed or rescheduled, the lawyer is alerted right away and can adjust his diary accordingly.

The availability of digital dictation has improved the workflow of transcriptions. Since the arrival of the BlackBerry solution, it is not uncommon for a transcription sent in the morning to be ready when the lawyer returns to the office in the afternoon. “You don't have to get back to the office to hand a tape to your secretary,” says Reveglia. “It also means of course that the lawyers only have one device to carry around, so we don't have to purchase digital recorders.” In fact, he estimates that, when compared to a traditional digital recorder-based system, the BlackBerry solution with Yodal will save the firm nearly £10,000 in hardware and software costs over three years.

“At the end of the day, all these benefits come at a very reasonable cost when compared to the efficiencies the solution generates,” says Reveglia. “As a business tool, BlackBerry is crucial. We swear by it.”

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

