



BLACKBERRY SMARTPHONES HELP SHERGROUP SPEED UP THE ENFORCEMENT OF COURT JUDGEMENTS

MULTIPARTYTALK DIGITAL DICTATION SOFTWARE FOR BLACKBERRY® SMARTPHONES ACCELERATES PROCESSES AND ENSURES RAPID RESPONSE

As High Court Enforcement Officers (HCEOs), Shergroup has developed expert systems to understand how legal judgments are made, assess the impact of these judgments and offer legal and enforcement solutions. Shergroup's lawyers offer their services to over two thousand clients in the legal and financial sectors. Solicitors and credit managers outsource enforcement procedures to Shergroup, knowing that they will get a proactive, professional service and a speedy resolution of disputes.

THE CHALLENGE

As an implementer of court enforcements, Shergroup has a network of field officers who travel all over the country. Shergroup wanted to enable its employees to effectively execute the judicial enforcement process no matter where they were. Providing officers with up-to-date information on the move, as well as tools that would help record and monitor the progress of a judicial enforcement was imperative. However it was also important that field officers were able to quickly and easily report progress accurately without the burden of spending excessive time filling out forms and documents – time which could be better used actually enforcing judgements!

THE SOLUTION

To improve the speed and efficiency of the enforcement process, Shergroup decided to deploy all field officers and the legal team with BlackBerry® smartphones. Each BlackBerry device is loaded with an application from MultipartyTalk that can record conversations, file incident reports and confirm field officers' on-site involvement in enforcement through GPS tracking logs.

Field officers can now file incident reports immediately after meetings, whilst details are still fresh in their minds. This not only speeds up administration, it also avoids disputes over 'who went where' and 'who said what'. MultipartyTalk also deters defendants from subjecting field officers to verbal abuse, knowing that whatever is said, is recorded using the BlackBerry smartphone for use in Court if required.

All voice recordings are made available to Shergroup's transcribers through a secure interface on a hosted MultipartyTalk server. Through this, individual files can be played, downloaded and marked for archiving. MultipartyTalk's security settings are highly flexible and enable Shergroup to set up different users with rights that match their job roles within the enforcement process. This not only improves security, it also minimises the training and support needed for each type of registered user.

Shergroup spent several months testing MultipartyTalk before ordering its new BlackBerry devices. "Accurate and timely reporting is so fundamental to our business that we needed to be absolutely sure that this system would work - not just as a technology, but as a business tool that non-technical users can use with minimal need for support and training" says David Asker, Shergroup's CITO.

BENEFITS

**ACCURATE RECORDING
AND STORING OF
INFORMATION**

**CLEAR TEAM
COMMUNICATIONS**

FASTER RESPONSE

**TIME AND
MONEY SAVINGS**

"The combination of highly resilient smartphones, centralised controls and useful applications offered by the BlackBerry solution is helping us to realise extensive productivity gains and cost savings across our business"

Claire Sandbrook
CEO, Shergroup

THE BENEFITS

This use of BlackBerry smartphones with the MultipartyTalk application has been highly successful in driving day-to-day productivity gains and reducing the time needed to address each case. Thanks to the BlackBerry solution and MultipartyTalk's call recording and digital dictation solution, Shergroup now has an indispensable business tool to assist across service lines and enforcement situations.

Claire Sandbrook, Shergroup's CEO and founder explains "I have been impressed with the value that the MultipartyTalk application for BlackBerry smartphones has brought across our business. The time saving benefits of this application have been highly noticeable in sorting out the recovery of land, evicting squatters and ensuring the success of bailiff enforcement remedies. Sometimes officers are subjected to abusive language. Informing people that whatever they say will go on record has been a very effective deterrent and has helped to speed up the settlement process."

As well as assisting Shergroup to improve efficiency in its core enforcement business, Shergroup's BlackBerry smartphone deployment is also helping to save time and cut costs in other areas. Claire Sandbrook explains, "Shergroup has grown into a global company and we have a thriving BPO business that offers other legal firms transcription services, litigation support, back office administration, data entry, and website design. This requires a lot of overseas calling and MultipartyTalk has also made it possible for us to greatly reduce our phone bills, creating a compelling cost justification for our BlackBerry investments."

For further information: www.blackberry.com/go/success

BLACKBERRY CASE STUDY
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