

News release

Operational excellence: Progressive law firm drives internal support efficiency with investment in BigHand



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Husch Blackwell LLP has procured BigHand's task delegation and management solution, BigHand Now, to help optimise its legal support team processes.

Husch Blackwell is a leading U.S. law firm with over 700 lawyers and 19 offices nationwide. The firm has an industry-centric approach, which is evidenced by its recent addition to the 2019 shortlist for the P3 awards, "Legal Advisor of the Year" category. With these values in mind, the firm has invested in BigHand's task delegation and management solution, BigHand Now, to optimise the service provided to its internal legal teams and clients.

In order to help drive internal operational efficiencies, the firm was in the market for a solution to provide better ability to manage legal support team projects from the point at which requests are made, all the way through the final deliverable. The firm needed technology to help manage the large volumes of requests, across geographically disperse teams, and to replace manual and inefficient tracking logs.

Bret Chapman, Chief Administrative Officer at Husch Blackwell explains, "Currently, requests come in to our legal support teams a number of different ways, including email, face-to-face meetings and by telephone. This makes it virtually impossible to accurately report on the volume, type, or status of tasks in progress at any one time."

Chapman continues, "To optimise our service delivery, we want to ensure that our legal support teams and their team leads, have the right technology. Technology that allows them to remain as efficient and productive as possible. Team leads and managers need technology that allows for project requests to be worked on locally or nationally, as volume dictates. You can't manage what you can't see, so gaining visibility of these fundamental aspects of the support function is key for us to take our customer service and service delivery to new heights."

With BigHand Now, tasks can be created quickly and easily by completing a task-specific, pre-configured form that includes the relevant instructions the first time around. The system will automatically route the work to the appropriate team while giving Husch Blackwell the ability to move tasks based on workloads and then monitor the work through to completion.

Volume and more importantly, effort required to complete tasks, as well as the resources working on them, can all be reported on during and after completion. With the additional visibility, the firm can ensure the process is fully optimised from start to finish.

Chapman concludes, "We look forward to extending our longstanding relationship with BigHand to provide us with technology solutions that help our staff provide the highest service levels possible to our internal and external clients."