

Mobile

Case Study – Tozers LLP



TOZERS

Tozers LLP (Tozers) is a leading law firm in the South West with four offices spread across the region. With twenty partners and over a hundred staff they offer a quality legal service to businesses, families and individuals both locally and nationally.

It was just this desire to offer quality of service which led the company to explore the implementation of mobile access to email. Staying in contact with both colleagues and clients whilst out of the office had become a strong focus for their partners, as a way to improve responsiveness and ultimately enhance client care.

Whilst email on the move was their main driver into mobile data devices, Tozers had also been using BigHand3 Digital Dictation software for six months or so and were keen to discover whether this application could be mobilised too.

Discovering this indeed was available, Don Wilkinson, IT Manager and Lorraine Foster, Practice Administrator at Tozers approached Total, BigHand's preferred telecoms partner. Don says: 'Whilst we saw a number of telecoms suppliers, Total stood out head and shoulders, as they took the time to discuss our requirements, listening and tailoring a proposition to match our needs.'

Having looked at the options available, Tozers chose the BlackBerry solution for mobility: 'The primary reason was the high levels of security offered - imperative for client confidentiality - as well as the exacting levels of central administration and control offered via the BlackBerry Enterprise Server (BES)' says Don 'For example, should a handset, containing client sensitive emails be lost or stolen, wiping the device can be carried out over the air immediately.'

'We had experienced coverage issues in the past, but O2 coverage tests proved very positive and we initially trialled BlackBerry devices with our Managing Partner and one other. Full roll out of the BlackBerry Curve with its easy to use QWERTY keyboard followed to partners across the firm.'

Within a month, BigHand Mobile (BlackBerry edition) was also installed and is now used to complement the existing dictation workflow arrangements. The BlackBerry solution provides the practice with the flexibility partners need when they are with clients and negates trips and delays in returning to the office to drop off recordings, expediting the process.

According to Tony Beard, Consultant: 'The BigHand mobile dictation application is extremely useful and very simple to use. There are always odd occasions when away from the office where there is a need to send in an urgent dictation, such as following a meeting or in response to an email received. The BlackBerry fulfils this role with ease.'

'I never thought I'd become a BlackBerry addict but I have' agrees Partner and Chairman, Graham Bond. 'I'm out of the office a great deal and find it invaluable, particularly in terms of keeping up with my email. I even admit to clearing my emails when abroad, so I don't come back to a huge list to deal with.'

An additional benefit to Don is service: 'The support offered by Total has been excellent. On the occasion we've experienced hardware issues, when necessary, replacement devices have arrived the next morning. Compared to our previous supplier it makes such a difference to us to be able to get the support we need, when we need it.'

'Total's online billing platform 'YourView' is a great asset and has cut the time I spend processing billing information by up to three hours each month.' adds Lorraine. 'All the reporting functionality I need is available in a few clicks and can then be exported and forwarded directly to the partners. End of period and cumulative totals are also very useful from an accounts perspective.'

'BlackBerry has been well received throughout the firm, fulfilling all our initial criteria and we are already leveraging a good return on our investment. In fact, we are now trialling satellite navigation software on the devices to augment this further.'

The logo for TOZers, featuring the word 'TOZers' in a bold, dark blue, sans-serif font. The 'O' and 'Z' are connected, and the 'e' and 'r' are also connected. The 's' is separate and positioned to the right of the 'r'.