

# Customer Success

## Russell Kennedy

“BigHand Mobile on the BlackBerry smartphone allows the immediate transmission of dictations and that's invaluable to us. Our lawyers just record, press send and the administrative team has the file ready to work on.”

- Bruce Stafford, Information Technology Manager, Russell Kennedy

**Organization:** Russell Kennedy

**Industry:** Legal

**Region:** Asia Pacific

**Size:** Medium Enterprise – 190 employees

**Email Environment:** Microsoft® Exchange

“We were using BlackBerry smartphones even before they were popular in Australia. We tried them on a couple of lawyers and they just loved them because they realized how much time they could save by being able to answer emails from almost anywhere.”

- Bruce Stafford, Information Technology Manager, Russell Kennedy

### Business Challenges

Russell Kennedy wanted to replace the traditional recording devices lawyers use to record their case notes and letters for transcription with a solution that took advantage of the comprehensive capabilities of the BlackBerry® smartphones already used in the firm.

### Solutions

The BigHand Mobile application was deployed on the firm's BlackBerry smartphones to help lawyers record, edit and submit their dictations wirelessly and directly into the company's transcription group, without manually delivering tapes or digital files.

### Russell Kennedy's Results

- Makes the BlackBerry smartphone even more multi-functional
- Lets lawyers focus on the law
- Faster turnarounds, better customer service
- Plans to do more in the future



 **BlackBerry**

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