

# WORKFLOW PEAKS AND OFFICE CAPACITY SORTED

**174 Law** is a young and vibrant enterprise. Nonetheless, they offer 150 years' post-qualification experience.

174 Law solicitors are a forward-thinking legal services provider driven by getting the most effective solution for all clients. They are creative in delivering outcomes focused on clients' needs and aspirations.

Outsourcing has significantly reduced the stress and anxieties in our fee earners who have demanding court timescales to comply with. They have the confidence to outsource and know the work will be done even if this has to be over the weekend!

**Helen Pittard, Head of Dispute Resolution, Director of Business Development & Marketing, 174 Law Solicitors Ltd**  
[www.174law.co.uk](http://www.174law.co.uk)

Their clients range from private individuals to large international corporations, each treated as unique and distinct from the other. They pride themselves on a personal approach and commitment to going the extra mile. Their drive is their reputation and their passion is client satisfaction embodied in realistic and cost-effective advice.

## EXPLODING PEAKS

There are some times in the week, or month, or year, that work seems to explode and there's never enough hands on deck to keep up to date. The Family Team at 174 Law often experienced

times when client work generated a lot of dictation and almost all of it was urgent. Helen Pittard, Head of Dispute Resolution, Director of Business Development & Marketing, says: *"Like most businesses, it's a fine balance having the right number of staff to match the level of support needed. There are undoubtedly times when holidays, the occasional sickness period and just general busy-ness causes some panic with a backlog of work. We found this was happening quite frequently and wanted an alternative to recruiting more support staff."*

## THE SIMPLEST OF INTEGRATIONS

174 Law has a simple digital dictation workflow using a mixture of dictation apps for smartphones and iPads and in-house secretaries using digital transcription software. It is a straight swap of an email address for the fee earner to choose to send dictation to Bluebird.

Helen says, *"Getting set up with Bluebird was a doddle. We simply gave them copies of our templates so they can type our documents in our format. The system works like a dream and it's freed up so much time in the office."*

## NO MORE STRESS

The Family Team now send dictations for a variety of documents, such as Form D80 and Form E, witness statements, briefs to Counsel, as well as correspondence and file notes. Some dictations can be quite complex in their formatting and dictation, especially when doing legal forms. Bluebird PAs have the experience necessary to return completed work accurately and on time.

*"If workloads suddenly get too high, then the team know what to do and how to outsource. They feel supported and they have confidence that Bluebird will deliver for them to do their job. Bluebird are very much part of our team."*