



Remote transcription, typing and document services for lawyers

If your business produces any kind of document as its work product, then we have services and solutions for you that will save you money, free up your time, scale your business and improve your brand reputation.



As a busy law firm, you'll be **under pressure to get a lot of things done, but without a lot of time to do what is needed.**

This could be anything from learning new skills to using technology or dealing with recruiting and training staff to shift the typing backlog.

You're probably spending too much time typing up your own work because it's quicker than waiting for a secretary to get around to doing it. And if you're working remotely, it often means you're left unsupported and without anybody to ask for help because you're not in the office with staff.

We specialise in working with busy lawyers and growing practices who are looking for transcription, typing and document skills.

If your business produces any kind of document as its work product, then we have services and solutions for you that will:

- ➔ save you money
- ➔ free up your time
- ➔ scale your business
- ➔ improve your brand reputation



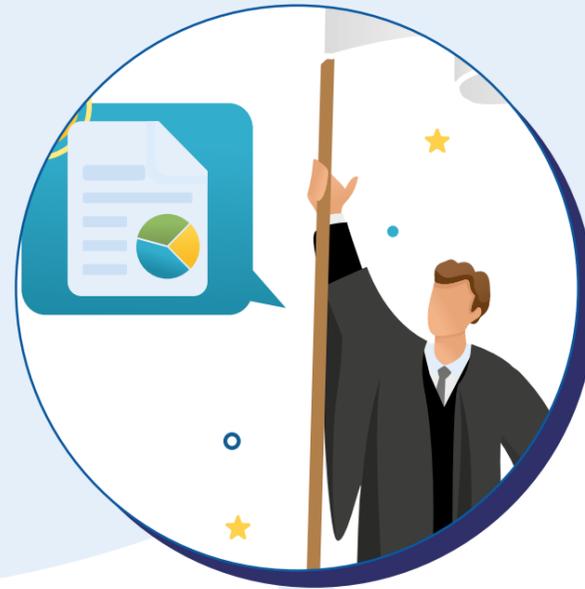
Benefits of working with Bluebird are ...

- ➔ Reduce the secretarial overhead in your business.
- ➔ Increase your time available with mobile and fast responses for your typing.
- ➔ Scale your business with a remote outsourced workforce.
- ➔ Protect your business continuity plan with our reliable support service.
- ➔ Take the stress away from your fee earners and secretaries when you have peaks in work levels.





Dictation Transcription



Your House Style



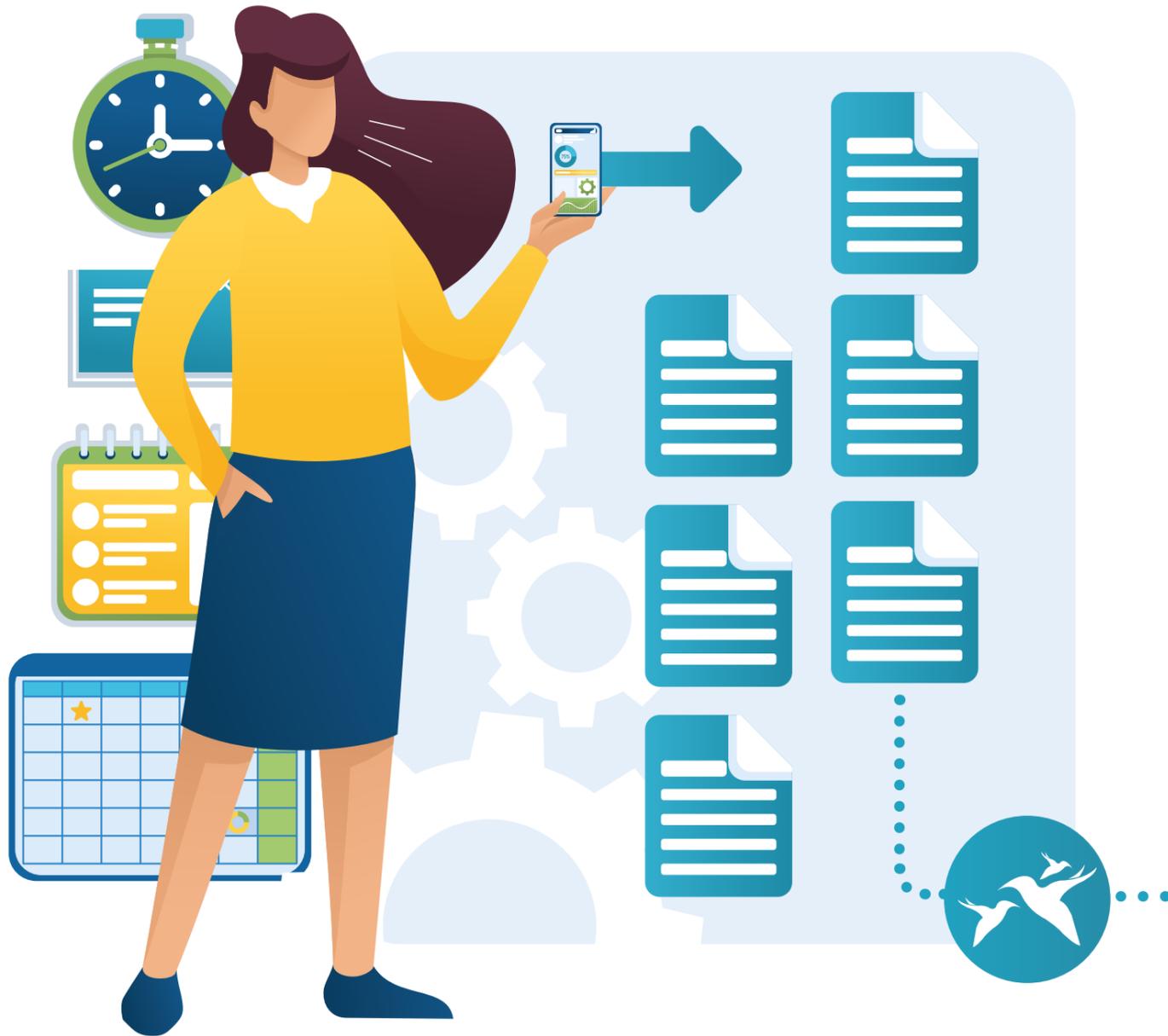
Document Fix & Format

Our Services

We have a number of services available for busy legal practices to help them be more profitable and efficient. They're quick and easy to implement and give you a quick win in your business.



Dictation Transcription



If you're a divorce lawyer, you will be traveling between offices, court and client meetings and your file notes, letters and statements are often urgent and bespoke.

If you have a secretary, she is under constant pressure of changing priorities and juggling a very heavy workload. If you don't, then you are spending hours of your working day trying to produce all your file notes and correspondence.

Our transcription service is designed to take the pressure away from those busy days and help you deliver a swift and responsive service to your clients.

New smartphone apps mean dictation can be sent from anywhere at any time. Bluebird's services are available 24/7 and your typing can be returned to you within the hour if needed. What's more, you only pay for the work that is typed.

If you're managing teams of people, it can be difficult to get a consistency of workflow when you're dealing with individuals. Everybody wants to do it their own way! We work with you and your teams to organise routing of work in an automatic and seamless way between fee earners, outsourced secretaries and internal staff to minimise any disruption to your productivity.

"The outsourced typing facility is fast and reliable, no matter what time of day, maintaining our high quality standards and helping to maximise cashflow."

Helen Pittard, Owner, 174 Family Law

Document Fix & Format

Are you typing up your own contracts or trying to use them from PLC or Lexis Nexus? There will be times when that pesky automatic numbering disappears or there's a reference error showing in your document. But you just have to get this document out tonight to your client and it's got to be right. The clock is ticking and it is way past 7pm and you've been trying to fix this for three hours and you can't charge your client for trying to fix a document.

Automatic numbering, track changes, tables of contents are all features that are needed in legal documents. Word processing is more than just copy typing, and we can take your business brand and service delivery to the next level.

Our team of document experts can fix a broken document in a fraction of the time that you can. We are very familiar with the issues that arise in Word documents and can usually pinpoint the problem within a few moments. Simply send the document to our team and we will fix the issue and return it to you quickly.

"I don't have to worry about salary costs of support staff or hiring temps because Bluebird gives me the reliable document typing service I need in my business. They've never let me down."

Neil Millar, Owner, Neil Millar Legal Consultancy Limited



Your House Style

A house style is for people who need documents produced quickly without the need to spend time on formatting and numbering. You will want your team of people to work consistently and not waste time re-inventing the wheel each time they want to produce a document. A house style provides more than a coherent structure to your Word documents, but enables a culture of 'this is how we do things here' because it sets out the rules of your brand.

We design and implement a brand style across all of your documents which allows your legal and secretarial teams to work efficiently in their documents. Using a house style in your firm's documents reduces the risk of errors and is a key part of the Best Practice principles we train.

"Bluebird has provided us with an excellent client service. Their experienced team has provided invaluable support on a number of time-intensive and document-heavy transactions. We are particularly pleased with their responsiveness and superb attention to detail, which gives us more time to devote to advising our clients."

David Evans, EPR Law



Pricing structure

We offer a pay-per-task charging structure for dictation transcription, word processing and document formatting.

For example, a busy lawyer dictates letters, statements, forms, file notes and pleadings, and that work may total 60 minutes of dictation a day. We charge you just for the 60 minutes. You will never pay for a slow typist.

Document production and our Fix & Format service are charged at an hourly rate, and all work is logged with descriptions and start/finish times so you know exactly what you are paying for.



Dictation Transcription	Multi-voice recordings	Document Fix & Format
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£1.35 per dictated minute

£2.50 per recorded minute

£32 per hour

Training and template solutions can vary widely, and we will be happy to meet with you to discuss your requirements.



Who we are

Irrespective of size and model, law firms must be client-focused and adaptable, developing tailored services to their clients in order to remain competitive. It therefore follows that, as service delivery changes, so must the role of support staff and how a lawyer's time is most productively spent.

At Bluebird, we understand these changes and what they mean to your organisation, regardless of its size. We also understand that the legal sector is a dynamic place and will continue to develop.

Bluebird's expertise in legal outsourced remote secretarial service spans 15 years. Founded by Jayne Smith and Leanne Bentley in 2016 who draw on their 'at the coalface' experience of working within law firms of all shapes and sizes.

Together they have built a process for our UK-based, experienced legal secretaries to work from home while connected to Bluebird's secure systems.

Bluebird

Innovative Office Support



FAQs

How does outsourcing work?

We work with your dictation system (we are compatible with most of them) and will discuss with you how you currently route your work and how we can best mirror your working practices. We aim to cause your firm as little disruption as possible, and make change easy for you and your teams.



Do I need a dictation handset?

If you don't already have any dictation system or equipment, then we recommend a dictation app for smartphones. There are many available and we have our preferred choices but let's talk first about how you work before any decisions are made on the best way of working.

How does the work get to you?

It depends on which dictation system you use. We are compatible with most and we also have mobile apps. Each of the apps works largely in the same way. Once you hit "send" on your phone, your dictation goes to a server which sends a message directly to our secretarial team to let them know that your work is ready to be typed. Once the typing is done, the work is uploaded back to the server which then sends you a message letting you know it is ready for you to download.

What apps are there for smart phones?

We use two apps for smartphones. NCH Express Dictate has a small one-off licence cost and allows you to dictate as long as you like and send directly from your phone to our ScribeManager workflow. Alternatively, you can use our SpeechWrite app which has a small monthly per-user cost, and sends directly to the SpeechWrite server.

What's the turnaround time?

We want to be better than what you're currently experiencing and that is why we offer a 1-hour priority turnaround as well as our 4-hour standard. Most jobs can be completed in that 4-hour timeframe and we usually know straight away if more time may be needed, and we will advise. This would include large document reformats or recorded meeting notes with multiple speakers.

FAQs

How big is your team?

And we would ask, “how big is your team?” We recruit, train, develop learning and quality assurance processes for the team that you need in your business. You train us once and keep a single point of contact updated. That way, you outsource your knowledge base to us too and you never have to worry about scaling your secretarial resource. We do it all for you.

How is quality guaranteed?

Our team are trained to work as your secretary would work. We recruit only experienced legal secretaries and all work is proofed before return. But we aren't robots and mistakes can happen. We ask for client feedback and have procedures in place to ensure that any errors are not repeated.

Can my work be returned to my in-house team to review?

Yes, depending on the workflow system that you ultimately choose, work can be routed to a chosen destination. We work with you to find the best workflow process that suits your business.

Can you access our systems?

We work in a variety of client management systems like Leap, Proclaim and ALB. All we need is a tour around your system, and we will provide training for our team and ensure access is controlled and monitored.

Do you have expertise for our type of work?

We recruit secretaries with long and proven experience in many practice areas of law, including family, corporate, finance and property. Some of our team have experience in fields other than law, including medical, financial and chartered surveying. Our vetting, testing and ongoing training and quality assurance will ensure that you always have the expertise matched to your needs.

Where are your secretaries?

It is our policy to produce all work within the UK. Our secretaries work from home connected to our secured technology, tested and vetted for compliance and quality purposes. Our secretaries are all based in the UK, and are located around the country.

What security do you have in place?

We recognise that your client data is sensitive so our team works on the Office 365 platform which requires a login and password. No work is saved to local computers and downloading and printing is forbidden. Only the secretaries assigned to undertake your work are given access to your folders.

We have strict security policies in place which our team signs when they join, and are encouraged to regularly review.

Can we get training?

While we would like all lawyers to be Word experts, the reality is that this is rarely an option. Our training is therefore part of a solution because each individual has different levels of knowledge. Get in touch about our training offerings and how we might find solutions bespoke to your firm.



Contact

We do the right thing for our clients
and one solution doesn't always fit all.

Your first step is to call us to discuss how your lawyers like to work and what processes are already in place. We also like to talk through what you want to achieve and what is your ideal outcome from integrating Bluebird into your law firm.

Law firms have different needs from department to department, and from lawyer to lawyer. Our experience in the legal sector allows us to ask the right questions to ensure we find a bespoke solution to suit your lawyers.

Telephone: **020 3409 7040**
Email: **info@bluebird.services**

 **Jayne Smith**
Book a coffee with Jayne here 

 **Leanne Bentley**
Book a Coffee with Leanne here 

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