

Providing legal professionals with over a decade of productivity.



Jonathan Silverman wanted to be a commercial lawyer from a young age. He trained in a London city law firm, then joined a leading firm in Gray's Inn London, before founding his own legal practice, Silverman Sherliker LLP, which he ran from 1981 to 2017 growing it to a 12 partner, 40 person strong firm prior to merger with Laytons. Today he consults for OGR Stock Denton and is regularly seen on TV and in the specialist press.

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— Jonathan Silverman, Founder, Silverman Advisory LLP

CHALLENGE: Replace using transcription agencies with a faster and cost efficient solution

SOLUTION: Dragon, installed on individual laptops as required, allowing legal professionals to self-serve document production

RESULTS:

- Faster, more accurate document turnaround
- Improved client servicing
- Increased job satisfaction
- Increased profitability

Benefits far beyond cost

Mr Silverman counts significant cost savings, increases in efficiency and greater job satisfaction for lawyers among the key benefits that Dragon has brought to his work as a legal professional. In terms of efficiency he notes that “When you have a very long document or letter of advice to prepare for a client and you have manuscript notes which contain your key thoughts, it is so much easier to concentrate and dictate the first substantive draft, then read this on screen and amend as necessary.”

It isn't only in document production that Dragon has proved its worth. It is also used for other tasks such as dictating emails or working within applications. Mr Silverman says, “The great thing about Dragon is its flexibility. It integrates beautifully with other software for tasks like correspondence, creating documents and emails or even creating spreadsheets.”

Mr Silverman finds a key benefit of using Dragon is the ability it gives lawyers to be self-sufficient. As he puts it, “To be in control of the document production process, not to be beholden to someone else to either create or amend letters or documents on which I was working.”

Dragon has been generating financial savings for Mr Silverman since he first used it in 1995, but for him these financial savings are part of a much bigger picture that's focused on client facing efficiencies. He said, “Dragon enables me as a lawyer to offer a far more efficient service to the client. For example I can come off the phone from them and produce a file note within minutes which is then back on their desks as an email attachment.”

Immediate and dramatic change

A demonstration of Dragon, in 1994/5 had impressed Mr Silverman, and in 1995 he brought Dragon into his firm for the first time. Since then it has always had a place in his businesses.

Within a year of that first installation, Dragon was installed on all fee-earner computers. "No longer did a lawyer have to dictate onto cassette [the leading recording technology of the time], and await the secretary's arrival at the office to transcribe the work. Suddenly lawyers could create work themselves at their own pace and having initiated the work they could revise the document or correspondence nearly instantaneously."

The benefits were immediate and dramatic. Mr Silverman said, "Work turnaround became faster, and the firm saved something in the region of £100,000 of overheads, which went straight onto the bottom line and increased profits."

Thereafter the firm was able to take on additional lawyers without additional secretarial support, and gain a reputation as a progressive and highly profitable firm.

"One of the most cost effective steps of my professional life"

Looking back now, Mr Silverman says making the move to Dragon has "probably been the one most cost efficient step taken over my professional life." Not only has it saved secretarial costs, it has allowed secretarial services to be replaced by paralegals, who, because they are legally trained and technically are fee-earners their time is chargeable. So, we've converted an overhead into a profit centre."

Moreover, Mr Silverman notes that right from the start individual lawyers found Dragon a huge plus, and once they moved over to using it, did not want to return to the old way of working. He said, "I have had members of the team join me and after an initial fifteen to thirty minutes showing them how Dragon works, they have taken to it like a duck to water."

Mr Silverman has long and in-depth experience of using Dragon. Over a decade or more he has found Dragon to help his team create documents speedily and more accurately, service clients swiftly and to their satisfaction, improve the job satisfaction of his team through having greater control over document production and being able to work at speed, and ultimately, increase profitability.

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