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CASE STUDY

The Law Offices of Ian Herzog Rely on PaperPort to Organize Case Files

Since 1998 Firm has Scanned over 2 Million Pages Allowing Instant Data Access for Every Employee

CHALLENGE

Improve the efficiency of a legal practice by reducing the manually intensive and expensive process of working with information locked on paper documents with no IT support.

STRATEGY

Use PaperPort to digitize a manual workflow to reduce the firm's reliance on paper.

RESULTS

Automated the flow of paper for 25 desktops to effectively manage thousands of documents each day. Realized immediate gains in worker productivity and better customer service by having instant access to case information. Dramatically reduced the firm's costs associated with the use of paper.

Founded in 1981, the Law Offices of Ian Herzog is a California based legal practice specializing in product liability and medical malpractice. Over the years the firm has grown significantly in size. Today the organization has approximately 100 ongoing cases.

Surprisingly, in this predominantly electronic business age, a majority of the legal profession and courts still rely heavily on paper documents. Every legal firm deals with thousands of paper documents on a daily basis. The Law Offices of Ian Herzog is no exception. Tom Yuhas is an attorney at the firm and knows first hand of the problems caused by relying on information locked in unorganized reams of paper. Before the practice began using PaperPort they had no way to digitize or effectively categorize their case information. As the firm's client base continued to grow, the partners knew they couldn't remain competitive if they didn't find a solution that would make it easy to manage their ever expanding store of information. Managing the cumulative amount of paper the firm collected and stored was both overwhelming and costly. Worse yet, searching through it was a tedious process that negatively affected each employee's productivity. According to Yuhas, *"Because our firm deals with hundreds of thousands of paper documents each year we decided an imaging solution on all of our desktops that allowed us to scan everything that came into the office would dramatically improve the way we worked."*

Yuhas originally became aware of PaperPort because he was the moderator at an office automation seminar for the California Trial Lawyers Association. One of the people on the discussion panel mentioned their success using the product which piqued Yuhas' interest.

"I looked at every alternative and decided to go with PaperPort because it was incredibly versatile and extremely fast. In 1998 our firm bought a Ricoh scanner and it was just a natural thing to go with PaperPort. We scan an average of about 1,000 pages each day. However, when we are getting ready for a large case we might have 30,000 or 40,000 pages to organize. We have two Xerox machines that scan 70 pages and one Ricoh at 55 pages per minute, so we can keep them all really busy if we are preparing for a big case." Being able to effectively manage and

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organize this wealth of information has been a key to the firm's success. As the organization's document management needs increased, PaperPort's scalability provided an easy way to "grow" the system and integrate information with the firm's back office legal systems. Adds Yuhas, *"Over the years our firm has increased its usage of PaperPort. We now have 25 corporate licenses. Since 1998 we have used PaperPort to scan and manage almost 2 million pages, making every case document instantly available on every office desktop. I recently completed a trial with more than 17,000 exhibit pages, all managed using PaperPort's max file format. The product is invaluable. I use it every minute of every day."*

Over the years PaperPort has evolved from a simple scanning application to a robust front office document management application. Version 11 continues this trend with features that focus on making it much faster to work with large numbers of documents. According to Yuhas, *"Version 11 has a new look and feel, plus great new features like book marking of your workspaces, and an enhanced All-in-One Search engine, making it even more valuable to our practice. PaperPort has been an invaluable asset to us over the years, and it just keeps on improving. We've remained loyal to PaperPort because of its incredible speed and versatility. It allows us to easily manage a large volume of digital data with no IT assets – something that we couldn't hope to accomplish with any other product."*

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