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CASE STUDY

Legal Industry

Dr. Schachinger's Notary Practice

NUANCE eCOPY SOLUTIONS OPTIMIZE PROCESSES IN DR. SCHACHINGER'S NOTARY PRACTICE

In the Austrian town of Wals, near Salzburg, Dr. Gottfried Schachinger runs a notary's office that provides a broad spectrum of services. The practice employs three lawyers along with nine additional staff who deal with client-related and secretarial matters. Its work covers a wide variety of fields, including business and corporate law, family law, inheritance, donations and real estate contracts. The office also acts as a trustee. For the last five years, the practice has been managing the large volume of documents generated by these activities with Nuance eCopy solutions combined with copiers and multifunction printers from the solution provider Canon. The Austrian notary's office is just one of over three million customers around the world who use Nuance imaging solutions and benefit from measurable productivity increases and cost reductions.

Public institutions in Austria, such as Dr. Schachinger's notary practice, are obliged by law to file their documents in a centralized digital register. As a result, the document scanning needed for the preparation and processing of business-related information has become an increasingly important and time-consuming activity for notaries. Before Dr. Schachinger's practice implemented the Nuance solutions, the team had to process each paper document in up to three separate steps. Staff would manually scan and edit

the document, then save it on a central server. They also needed to make a copy of the original. This process took a very long time and meant that each document underwent an enormous amount of handling. This is why Dr. Schachinger's practice decided five years ago to optimize these processes and save time – by using the world's top-selling document scanning and workflow solution for networked multifunction printers (MFP) from Nuance.

Along with the Canon MFPs, the practice uses Nuance's powerful and flexible document software, the eCopy ShareScan Suite, in combination with the eCopy ScanStation, a practical scanning and OCR kiosk. This connects directly to the MFP and features a 15-inch touch screen, a keyboard and a freestanding bracket. The eCopy ShareScan software ensures that paper documents can easily be integrated into the practice's electronic workflows. The user first scans the document, then selects an appropriate scan profile for it. For customers like Dr. Schachinger's notary office, the Nuance solution provides a choice of multiple output types that users can select and combine as they require. For example, the Scan to PDF profile can automatically save documents to the server, while Scan to Printer makes a copy of the original. With Scan to Notabene, the scanned documents are automatically published and assigned to the relevant document type and customer name. This enables the practice's staff to process the documents automatically, save them in a predefined folder, and clearly associate them with a specific client – all with a single scan.

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When Dr. Schachinger's team needs to work on older documents, they have the Scan to Word and Scan to Excel profiles at their disposal. Nuance's OmniPage OCR solution runs in the background and allows the scan process to generate an editable Word document – with the original formatting – from documents that are only available in paper format, such as old notary agreements. The same goes for tables, which users can quickly and easily convert to Excel for editing or additional work. A further advantage is that the eCopy scan profile detects blank pages by default, so the documents' back pages are all scanned automatically with no need to check them again. A new feature in the solution is offline scan processing, which allows staff to spend less time in front of the MFP. This is because the OCR processing, compression, blank page detection and PDF creation all run in the background, enabling the user to finish the task of scanning incoming mail more quickly.

For Dr. Schachinger's notary practice, the personalized scanning and traceability of sent emails provide an additional advantage compared to other solutions. The Nuance solution is particularly well suited to organizations with strict security requirements and can be used with all common email clients, including Mozilla Thunderbird in this case. The practice does not need an Exchange server. All the emails it sends are automatically forwarded to a predefined mail storage folder, providing traceability for all emails if needed at a later date. It also delivers a confirmation for sent mails.

*“By implementing these Nuance solutions, we have been able to optimize and simplify our internal processes,” confirms **Dr. Gottfried Schachinger**. “We can combine three tasks into one, saving us a significant amount of time and ultimately money too.”*

The practice's motto – “Trust based on Competence” – could just as easily apply to Nuance's eCopy solutions. With more than 100,000 eCopy servers installed around the world, users place a lot of importance on increased productivity and automated document processes – and ultimately more efficient document management too.