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CASE STUDY

LEGAL INDUSTRY

Reynolds Porter Chamberlain

Risk Management Firm Leverages eCopy™ to Streamline Business Processes

CHALLENGE

- Three separate authentications were required to access print/copy/scan and cost recovery functions
- Scanning was centralized in the reprographic center
- Paper filing space was constrained, especially after a move to new office space
- With more remote workers, a paper-based work process was becoming less efficient
- RPC was also interested in removing as much paper as possible from the litigation discovery process while maintaining appropriate security

STRATEGY

- Single sign-on integration that allows users to swipe staff security card to be instantly and simultaneously authenticated on Ricoh or Canon MFPs, eCopy ShareScan® document imaging software, and the Copittrak cost recovery system
- Distributed scanning services available to all employees

RESULTS

- Single sign-on capability reduces authentication time from 60 to 90 seconds to five seconds for each use of an MFP
- Up to 80% in time savings for users over previous processes

- Firm-wide electronic document access resulting in significant reduction in paper usage and storage
- Elimination of two-thirds of fax phone lines and removal of all fax machines

ABOUT REYNOLDS PORTER CHAMBERLAIN

With more than 450 talented people, including more than 260 lawyers and some of the sharpest minds in the UK legal market, London-based Reynolds Porter Chamberlain (RPC) provides trusted counsel to a discerning international client base. The firm has 11 different practice areas, ranging from corporate and construction to real estate, tax and insurance, as well as a litigation team that combines expertise in large commercial disputes with a range of specialist skills.

“Many IT projects are successful; however, not all are obvious nor is the complexity of the project understood or appreciated by lawyers. We received nothing but praise and thanks for the eCopy solution. The functions it enables are key to a lawyer’s working day; the solution had to achieve 100%, which it did.”

— Julie Berry

IT Director

Reynolds Porter Chamberlain

RPC NEEDED AN INTEGRATED SYSTEM AND EASIER AUTHENTICATION...

RPC was already a user of eCopy for scanning and Copittrak for cost recovery, but the two systems were not integrated.

In fact, users were required to authenticate into three systems—the MFP, eCopy, and Copittrak—to accomplish all of the functions associated with processing paper documents, which could take as long as 60 to 90 seconds. For busy professionals who are measured on billable time in six-minute increments, this wait time was excessive. Alternatively, scanning was done centrally in the reprographic department, causing further delays as paper

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documents made their way into the centralized scanning queue. RPC was also looking for a more efficient means of faxing, as well as a reduction in paper usage and storage.

RPC WORKED WITH ECOPY, IKON, AND COPITRAK TO DEVELOP A SINGLE SIGN-ON SERVICE...

that eliminates the need for multiple authentications. While this was the primary driver for an expanded eCopy implementation, the firm also took advantage of the enhanced system to migrate faxing to eCopy-enabled MFPs, eliminating two-thirds of its fax lines and all of its fax machines, by using the eCopy Connector for Captaris RightFax®.

With all scanning now decentralized, employees can scan to internal e-mail, e-mail files to themselves, scan to a folder in the file system, or scan and fax with a simple push of a button. The firm has also implemented a custom eCopy button that allows users to scan files to the repro center for burning onto CD/DVDs, a process that must be conducted centrally for security reasons.

THE PRIMARY BENEFIT TO RPC WAS AN INCREASE IN EMPLOYEE PRODUCTIVITY...

With the single sign-on solution, authentication times are reduced from 60 to 90 seconds to about five seconds. Users simply walk up to the MFP, swipe their security card for authentication, and have immediate access to scanning, copying, printing, and faxing. All transactions are automatically tracked by Copitrak for cost recovery purposes in addition to eCopy's built-in audit trail. Because the solution is so fast and easy-to-use, even busy solicitors have rapidly adopted its use, with an estimated 80% improvement in productivity for these functions. The firm has also benefited from a 5% reduction in total annual costs of documents as well as increased

functionality and control, improved security, and full cost accountability with the potential for additional revenues from automated cost recovery.

Employees can easily scan documents to their desktop, and with eCopy Desktop™, modify them as necessary before loading them into the Open Text document management system for centralized storage and access.

With decentralized scanning capabilities, the entire firm now uses eCopy for scanning, rather than sending all documents to the reprographics center. In addition to applications that are specific to the practice of law, other departments are using the scanning services as well. Employee performance reviews are securely scanned and stored by Human Resources; Accounting stores all business reports electronically for centralized access; and all IT documentation is now electronic.

This reduction in the use of paper has taken the strain off of the firm's paper filing storage system, which was downsized as a result of a move into new offices. There is also much less printing, resulting in less paper usage. Prior to implementing this solution, for example, all documents examined in the Discovery process were printed, even those that were in electronic form. Now all documents are viewed electronically from a central repository. This also makes it easier for an increasing number of remote workers to safely and securely access the documents required to perform their work.

By using MFPs for faxing with the eCopy Connector for RightFax, the firm has also eliminated all fax machines and two-thirds of its fax phone lines, resulting in more efficiency and further reduced costs.

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