



# NUANCE

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## CASE STUDY

### LEGAL INDUSTRY

## Brown, Dunne & Gray

### Leverages eCopy for business expansion

#### CHALLENGE

- Needed to convert vast amounts of paper documents into electronic format
- Needed to increase efficiency of document retrieval related to specific law cases
- Needed to reduce paper document storage on-site and off-site

#### STRATEGY

- Installed eCopy ShareScan® on their Canon multifunctional devices
- Installed eCopy Desktop™ on user workstations to take advantage of the OCR feature
- Converted all incoming and outgoing paper documents into electronic files for immediate integration into their case management system
- Created custom scanning button using eCopy Quick Connect™

#### RESULTS

- Significantly increased employee efficiency, productivity, and work satisfaction by the migration from a paper-based workflow to a digital workflow
- Significantly streamlined and improved document input and organization into their case management system by adding metadata when using eCopy
- Implemented an audit trail for regulatory compliance
- Decreased unnecessary trips to retrieve paper documents stored offsite
- Significantly reduced amount of on-site paper storage and regained valuable office space.

#### ABOUT BROWN, DUNNE & GRAY

Founded in 1998, Brown, Dunne & Gray (BDG Law) is a personal injury solicitors' firm located in Altrincham, Cheshire, England. The firm of 70 employees recently moved to a new location, implemented some major new developments to their case management system, and opened a customer service call center to better serve its client base. Developed in-house, the firm's customized case management system was built on a Microsoft Access base and incorporates the Microsoft Office Suite, including Outlook.

*"Our firm is growing. The eCopy solution is a key enabler in our business expansion. It will allow us to increase our case load without investing in extra people and all of the associated training and other expenses."*

— **Les Carter**  
IT Manager  
Brown, Dunne & Gray

#### BDG LAW PROCESSES SIGNIFICANT VOLUMES OF PAPER...

received from and transmitted to third party solicitors, engineers, doctors, clients, third party insurance companies and brokers. At least 75% of these documents arrive in paper form, have to be filed in filing cabinets and eventually moved offsite for archiving. This consumed the time of administrative staff and took up a substantial amount of space. The firm also needed to retrieve documents from the off-site storage, adding both time and cost to the process. Retrieval of locally-stored paper documents was also labor intensive and time consuming.

The firm's IT manager, Les Carter, says, "A case can take a long time to complete, ranging from weeks to years. While the time to conclude a case may ultimately not be impacted by how we handle individual bits of paper, we knew we needed to find a more productive method of dealing with the more than two million pieces of paper we handle each year."

## Brown, Dunne & Gray Case Study

*“Making documents available electronically means that staff can gain immediate access to case documents from their desktops and eliminates the need to make multiple copies or to circulate files. Staff can easily access all of the details for a given case at any time.”*

— **Les Carter**  
IT Manager  
Brown, Dunne & Gray

### THE FIRM INVESTIGATED A NUMBER OF SOLUTIONS REQUIRING SEPARATE DEVICES...

for scanning, copying and printing. While these options could certainly alleviate the paper jam, Mr. Carter believed there had to be a better way. That’s when he learned about eCopy from Canon UK. He says, “We liked the idea of managing all of the scanning, copying and printing from one footprint and with one interface. We felt an integrated solution such as that offered by Canon and eCopy would be the most effective way for us to address our paper problem.”

The firm acquired Canon copiers equipped with eCopy and eCopy Desktop. Working with Canon UK, Mr. Carter and his team crafted a custom eCopy Connector to allow the seamless transfer of files to its case management solution. When paper documents are received or generated by the firm, users simply scan them using the Canon copier and eCopy. From the eCopy interface, they can enter basic information about the document, the case reference number and document type, and documents are automatically added to the case management system. Mr. Carter adds, “Even this simple initial step allows us to be more efficient in organizing the

vast amounts of paper we deal with. Just putting appropriate reference numbers on scanned documents gives us a level of automation we never had before.”

### BDG IS NOW SCANNING ALL DOCUMENTATION...

“Now, when a document comes in, customer service staff simply drop it into the feeder. They are prompted for the case reference and document type. It gets scanned into a particular location because the metadata ties the document in with the right case and the case management system automatically relocates the document as appropriate.” says Cartner.

As he looks toward the future, Mr. Carter is planning to expand usage of the eCopy system to enable staff to pull case documents together to create electronic bundles of documents that need to be sent to third parties in the execution of a case. He would also like to add color capability as the firm’s business expands into other areas.

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