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The experience speaks for itself™

CASE STUDY

LEGAL INDUSTRY

Klarquist Sparkman, LLP

Revolutionizing document processing

CHALLENGE

- Single, shared multifunctional peripheral (MFP) for scanning caused inefficiencies and lack of productivity due to long lines during heavy scanning times
- Incoming mail was distributed in paper form; the firm wanted to streamline the process
- The manual process of transferring and archiving files required many man hours

STRATEGY

- eCopy ShareScan® implemented in the firm's two primary offices to alleviate the burden on shared MFPs
- The ProLaw® Connector for eCopy ShareScan allows for scanning of documents into the firms case management and docketing system, providing immediate access to information
- Integration with the firm's Cost Recovery system reduces steps for processing legal documents

RESULTS

- Savings of up to 100 man hours per project to transfer and archive files
- Fax volumes and associated costs have dropped through eCopy being used to send e-mail in lieu of faxes
- The ProLaw Connector for eCopy ShareScan has eliminated manual processes associated with filing documents in the system, including the filing of incoming matter-related mail
- Document handling efficiencies enabled Introgen to support a thirdparty pharmaceutical firm with Introgen's clinical research associates, creating a new revenue stream.

ABOUT KLARQUIST SPARKMAN, LLP

Klarquist Sparkman, LLP, has been providing legal services in the Pacific Northwest for more than 60 years. The firm represents businesses, universities, government agencies and individuals in all facets of patent, trademark, trade secret and copyright procurement, licensing, enforcement, and defense. The firm has 150 employees in two office locations.

"As a law firm, security and confidentiality are paramount to our business. eCopy is easily configured to meet these needs while maintaining ease-of-use for our professionals and legal assistants. eCopy has immensely improved the process associated with transferring case files. On our last project alone, we saved over 100 labor hours."

— **Nathan Anderson**
Information Services Manager
Klarquist Sparkman, LLP

KLARQUIST SPARKMAN FACED TWO PRIMARY CHALLENGES...

in their goal to improve efficiencies by reducing paper in their document workflows. First, they faced significant congestion at their MFPs, particularly late in the day when many employees needed to scan documents. Second, scanned documents needed to be properly profiled into ProLaw, the firm's case management and docketing system. This profiling resulted in an eight-step, manual process for each document.

Beyond the daily scanning needs, the firm was looking to create efficiencies in the processing of existing documents. For example, when an attorney leaves the firm, all of that attorney's files must be copied and archived – a manual process that consumed up to 100 man hours.

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Finally, based on the volume of scanning and locations of scanning devices, Klarquist Sparkman required a document imaging solution that could work with both high-volume scanners and MFPs.

BASED ON THE PROVEN PRODUCTIVITY AND EASE-OF-USE OF THE INITIAL INSTALLATION...

Klarquist Sparkman quickly expanded the number of scanners and MFPs using eCopy ShareScan after recognizing the opportunities to more efficiently share documents among its attorneys with the requisite accuracy and security required.

Using the ProLaw Connector for eCopy ShareScan, all matter-related incoming mail and other paper documents are now scanned directly to the ProLaw database from the scanning device, eliminating the formerly manual process of opening individual scanned documents from the desktop and tagging them with ProLaw metadata. The ProLaw Connector also allows users to add documents to closed files without the need to reopen the file, and then close it again after the document is added.

Working with scanned images has also been improved through the use of eCopy Desktop™ to work with PDFs, including redaction processes, thereby replacing a variety of expensive licensed software that was formerly used to create PDFs. eCopy is also used to OCR to documents to create searchable text, eliminating steps from previous processes.

THE PRIMARY BENEFIT TO KLARQUIST SPARKMAN WAS AN INCREASE IN EMPLOYEE PRODUCTIVITY...

"The ProLaw Connector to eCopy has eliminated the log jam of legal assistants at the copy machines every afternoon," said Nathan Anderson, Information Services Manager at Klarquist Sparkman.

In its move towards a paperless environment, Klarquist Sparkman knew it had to increase the convenience of its scanning process. Long lines at the copy machines during peak scanning times following the delivery of mail and the eight-step process for profiling documents in ProLaw were impending the widespread adoption of scanning.

By implementing a standard document imaging platform across all of their MFPs and scanners, Klarquist Sparkman has created an environment where anyone can easily scan and profile documents in two simple steps, right at the MFP or scanner. This has resulted in adoption of the eCopy solution by both legal assistants and attorneys.

In addition, the afternoon logjam following the mail run has been eliminated by moving the task of scanning and profiling mail from the legal assistants to staff in the firm's Knowledge Management department. With access to ProLaw, the staff now scans documents as they arrive, applies OCR, and adds them to the appropriate matter site within ProLaw.

eCopy Desktop has also delivered important benefits, allowing employees to easily process scanned documents from the desktop, including redaction. "eCopy Desktop allows our professionals and legal assistants to edit documents with ease and distribute them instantly between offices," said Anderson. eCopy Desktop is quickly replacing other PDF tools at Klarquist Sparkman.

With the increasing use of eCopy, Klarquist Sparkman has been able to establish a highly electronic workflow. This has resulted in better employee productivity, the reduction of paper usage, freeing up of on-site storage space formerly used for paper documents, and a reduced need for off-site storage of paper.

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