

Equitrac facilitates cost and time recovery for Australian law firm.

Challenge

- Existing cost recovery solution didn't integrate well with new MFPs
- Needed to scan directly to practice management software
- Wanted to create searchable PDFs

Solution

- Nuance® Equitrac

Results

- Ability to scan directly into practice management software saves time
- Reporting functionality allows for cost recovery
- All-around higher productivity levels due to tight integration with MFPs

Summary

Catherine Henry Lawyers was hamstrung by a poorly integrated cost recovery module. The existing software didn't play well with the Australian law firm's new multi-function devices, which made it difficult to accurately track and bill copies and faxes. All of the issues, which were numerous, stemmed from the legacy software's inability to connect reliably with the new MFPs. The 30-employee firm also needed more advanced scanning options that would enable employees to search PDFs and scan directly into practice management software.



“I am extremely happy with our experience with Nuance. They provided detailed information at all stages of the process from due diligence to installation. Every member of staff I dealt with was informative, helpful and understanding – even when some of the system configuration discussions were completely beyond me!”

Rebecca Jones, Practice Manager
Catherine Henry Lawyers

The Practice Manager of Catherine Henry Lawyers contacted their multi-function printer (MFP) provider, with a view to upgrading the firm's existing fleet of MFPs. After assessing their client's needs, they recommended the firm install a new range of MFPs. Powerful and efficient, the devices would more than meet the firm's print, scan and copy requirements. However, once the new devices were combined with the firm's incumbent cost recovery software, it quickly became apparent that the software was outdated. Accurately tracking and billing clients for photocopies and faxes taken on their behalf became unreliable and frustrating. Further, the software also lacked functionality. Staff required greater scanning capability so that they could easily search PDFs but this was simply unattainable with the existing software. The firm also wanted a software solution that would work seamlessly with its current practice management system – Practice Evolve – and allow staff to scan directly into it.

With these software needs in mind, the MFP provider suggested that Catherine Henry Lawyers assess Nuance's Equitrac software solution. 'Having combined Nuance Equitrac with MFPs before and seen it in action, we knew that it was an obvious choice for Catherine Henry Lawyers,' said the Customer Service Manager. 'The Nuance team understands the needs of the legal fraternity and Equitrac is a proven cost recovery and imaging software solution that effectively streamlines legal processes.'

After learning how Equitrac can expand beyond basic cost recovery and into document imaging, the firm's Practice Manager was impressed. She also found Nuance's professionalism and how well they addressed concerns during the due diligence phase refreshing. The Practice Manager recommended that Equitrac be implemented for the firm's cost recovery and scanning needs. Catherine Henry Lawyers agreed and went live with Equitrac.

Tight Integration Boosts Productivity

Nuance Equitrac has done exactly what Catherine Henry Lawyers needed it to do: it integrated tightly with the firm's existing practice management software and MFPs,

which has saved staff valuable time and help boost productivity. They no longer have to scan documents to email or to a network drive, then save into the practice management software. Equitrac scans directly into Practice Evolve so that staff are able to begin working with documents immediately. In addition to scanning documents, staff can now also select the format of the output document. Equitrac lets them quickly and easily convert scanned documents into searchable PDFs, Microsoft Word, Excel and text files.

From an administrative perspective, Equitrac is a comprehensive cost recovery solution. It has allowed Catherine Henry Lawyers to accurately track and capture all the print, copy and scan activities completed on behalf of clients across the firm, ensuring that costs are recorded and recovered. Equitrac's detailed reporting provides the firm with extensive information about each document activity including page counts, page size, whether the document was produced in black and white or colour, and so forth. Additionally, the reporting component of Equitrac allows the firm to easily view cost recovery systems to make sure they are working effectively.

Equitrac also provides users with the benefit of Follow-You Printing. This allows staff to print securely from any printer in the firm, anytime and pick up documents from where and when they want. It also eliminates the possibility of private information being left at a printer, reduces wasted paper, resources and time from unclaimed documents and inefficient print workflows.

By combining the new MFPs with Nuance Equitrac, the MFP provider was able to deliver a best of breed solution for Catherine Henry Lawyers. Nuance Equitrac integrated seamlessly with both the MFPs and Practice Evolve, and the firm is now experiencing minimal downtime and greater productivity.

Plus, for Catherine Henry Lawyers, which prides itself on its focus on a people-centric law practice, using Nuance Equitrac has given it added freedom to continue putting its clients first.

About Nuance Communications, Inc.

Nuance Communications, Inc., is a leading provider of voice and language solutions for businesses and consumers around the world. Its technologies, applications and services make the user experience more compelling by transforming the way people interact with devices and systems. Every day, millions of users and thousands of businesses experience Nuance's proven applications. For more information, please visit www.nuance.com.