South Australian law firm taps Nuance Equitrac for convenient and automatic cost recovery.

Challenge
– Automate cost recovery processes
– Ensure correct allocation of client costs
– Save time
– Easy deployment across locations

Solution
– Deployed Nuance® Equitrac®

Results
– Automated and efficient cost recovery process
– Correct allocation of client costs
– Saved time
– Easy to implement across locations
– Easy to use

Summary

South Australian firm, Andersons Solicitors, is a well-established and busy legal firm that rests its credentials on the extensive experience of its solicitors. Highly focused on its day-to-day legal matters, the firm was keen to automate their cost recovery processes to free up precious time and to ensure the accurate allocation of costs.

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>
> Tone Trinh, IT Manager
> Andersons Solicitors

In particular, the firm required a high level software solution that could precisely and conveniently track, record and report on the amount of copying, faxing and printing undertaken by staff on behalf of clients for the purpose of cost recovery.

"Much time was wasted trying to manually collate and work out client disbursements. Also, not wanting to overcharge clients, we felt we were probably under-charging them at our expense. We realized that if the process was automated not only would it save us time, it would also ensure that clients were correctly charged for any disbursements," explained Andersons Solicitors' IT Manager, Tone Trinh.

The firm, also wished to implement a software solution that was easy to use, could be deployed across the firms four locations in South Australia, would have minimal impact on its IT infrastructure and work seamlessly with its current practice management system.

"We had a number of multi-function printers and an IT infrastructure which we'd already invested in and which worked effectively across all four of our sites. So it was critical that the software be compatible and easy to use with our existing printers and IT systems," said Tone.

After assessing numerous offerings the firm decided to implement Nuance Equitrac. They were swayed by Equitrac's tracking capabilities, and that it could be easily synchronised with Windows Active Directory and the firm's current practice management system, Lexis-Nexis Affinity.

Equitrac allows organizations to effectively monitor and manage their printing, scanning and copying activities. It also allows them to automatically track costs and eliminate waste. Powerful and smart, Equitrac provides detailed, meaningful reports so that organizations can make informed decisions about productivity and costs,

and helps them establish greater control over document output and the devices themselves.

The firm's IT team together with Nuance's Equitrac engineers, deployed the software quickly and efficiently behind the scenes. Once up and running, the benefits of Equitrac were immediate. As Tone explains, "Overnight, our manual and cumbersome client disbursement practices were automated. The costs associated with any photocopying and faxing done on behalf of a client were now automatically captured and allocated. The process had become simple, fast and accurate, saving staff time and eliminating frustration."

Equitrac also revealed that there was a hole in the expenses allocated to clients. "Although we had sus-pected that perhaps not all client expenses were being billed, it wasn't until we had implemented Equitrac that this was confirmed. Equitrac's reporting mechanisms now ensure that all client matters are accurately allo-cated and billed," said Tone.

Apart from accurately capturing client expenses, improving cost recovery and enhancing productivity, the firm has also found Equitrac easy to manage both technically and administratively. As a result, it recently updated its multi-function printers (MFPs) with Nuance's Equitrac Professional Embedded solution.

"The embedded client solution means that we can use the control panel on the MFP to undertake a copy/scan activity that is synchronised with a specific client and integrated with our Lexis Nexis Affinity practice manage-ment system to ensure automatic cost recover.

"Our staff simply walk up to the MFP and key in their PIN code, which controls access to and permissions on the MFP. They then press the desired function and the expense is captured automatically and linked back to the relevant client," said Tone.

For each client, the reporting details provided by Equitrac are extensive. The report not only documents the type of activity undertaken on behalf of a client but also the page count, page size, whether the document was produced in colour or mono and so on. The solution is also capable of tracking landline and mobile calls, postage, courier and research charges.

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.

"Follow-You Printing will provide us with additional flexibility and mobility when it comes to printing. Staff will be able to send their documents to print in one of our office buildings and then actually print and collect them from another location. It will also allow us to better manage print costs and reduce wastage," noted Tone.

"Equitrac is impressive. Not only does it provide excellent functionality and reliably automate cost recovery practices, the depth of its reporting capability arms you with details that allow you to effectively change and manage processes. For us, it's been a most worthwhile investment," reflected Tone.

To learn more about Nuance document imaging solutions please call 1-800-327-0183 or visit nuance.com

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NDI_283 SEP 2016

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