

Williams Lawyers gains time and salvages money with trusted cost recovery solution – Nuance Equitrac.

Challenge

- Required an IT solution that could automatically capture, record and report on the amount of scanning, copying, faxing and printing undertaken by staff on behalf of clients so that it could be recovered
- Needed an IT solution that was easy to use and deploy, and worked seamlessly with its existing IT structure

Solution

- Nuance® Equitrac Professional

Results

- Significant time and costs savings, efficiency gains
- Ability to track, allocate and integrate all billable client expenses automatically
- Gained control over cost recovery and document expenses
- Increased document security

Summary

Williams Lawyers is a small and busy, Queensland-based firm with extensive experience in the areas of family law, estate and succession law, conveyancing and leasing as well as mediation. The high quality personal service it provides clients is key to its success, and to help maintain this focus, Williams Lawyers was keen to automate the cost recovery of client expenses.



“Equitrac is an affordable, hassle-free and time-saving cost recovery solution that can be trusted. It works silently but effectively to empower a firm so that it can focus its energies more so on what matters. For us, this is our clients.”

Peter Williams, Managing Director
Williams Lawyers Pty Ltd.

“We found that more and more of our time was being consumed by the need to manually record the amount of copying, faxing, printing and so on that we were undertaking on behalf of clients. If we could automate this process, not only would we electronically capture client related costs, it would eliminate the frustration involved with shuffling paper and most importantly, we would gain valuable time to do what we do best – practice law,” explained Peter Williams, Managing Director, Williams Lawyers Pty Ltd.

The firm consulted their multi-function printer provider and together they scoped out a list of the firm’s cost recovery needs.

“We required an IT solution that could automatically capture, record and report on the amount of scanning, copying, faxing and printing undertaken by staff on behalf of clients so that it could be recovered,” said Peter.

The software’s ability to accurately capture all client expenses was also critical as Peter explained that the firm was probably understating these expenses.

“When you are focused on your clients and pressed for time, things that are not important get put on a to do list or forgotten altogether. So, we are probably guilty of neglecting to document all client disbursements. Implementing a cost recovery system that could accurately capture all client costs would ensure that these were being recovered and any leakage eliminated,” he said.

The firm also wished to implement a software solution that was easy to use and deploy, and worked seamlessly with its existing IT structure and current practice management system.

Peter explained that, “Saving time was one of the key goals of this project, so we didn’t want to be wasting time with software that was cumbersome and difficult to use. Also, we had already invested heavily in state-of-the-art

multi-function printers and computers, so it was important that the chosen cost recovery solution be compatible with our existing IT infrastructure and our current practice management system – Practice Evolve.”

After having their multi-function printer provider assess numerous solutions, Williams Lawyers implemented Nuance Equitrac. “It ticked all the boxes on our list of requirements and would work seamlessly with our existing IT software including Practice Evolve,” said Peter.

Equitrac is a cost recovery solution that allows firms, regardless of size, to effectively track all essential client service activities including printing, scanning, faxing and copying. The solution also tracks landline and mobile calls, postage, courier and research charges. Easy to deploy, Equitrac works within a firm’s existing print and IT infrastructure, and seamlessly with popular practice management systems. Powerful and smart, Equitrac also provides detailed, meaningful reports so that firms can make informed decisions about costs, resources and productivity.

Once chosen, Nuance Equitrac was easily installed and deployed by staff within the firm. “We did experience some minor teething issues, but these were quickly and professionally resolved by the support team in Sydney,” said Peter.

Thanks to Equitrac, staff at Williams Lawyers now use the control panel on the multi-function printers to select a copy/scan/print activity that is synchronized with a specific client and integrated with the firm’s Practice Evolve management system. This ensures that the expense is automatically captured and linked back to the relevant client for cost recovery.

Peter revealed that the benefits of installing Nuance Equitrac were immediate. “We quickly dispensed with the need to even have to think about, let alone remember to physically record client costs. Equitrac now automatically

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captures and allocates these. It's also helped bury our manual handling frustrations and increased the amount of time we have available to engage with clients.

“The software also quickly confirmed that our manual processing of client costs had indeed been ineffective. In fact, we did not realize just how much money we had failed to charge until we installed Equitrac. Now, we bill with certainty, which improves our bottom line as all costs are recouped.

“Equitrac also revolutionized the quality of the information we capture. Highly accurate and comprehensive, Equitrac not only records and allocates client expenses, it also details the page count, the size of the page used, whether a document was scanned, printed or faxed and whether this was done in black and white or color, and

so on. This helps ensure that all the costs billed for client matters are precise.”

Apart from automating cost recovery and accurately capturing client expenses, the firm has also increased its productivity. According to Peter, staff have gained valuable time since implementing Equitrac and this is allowing people to do more.

“Equitrac is an affordable, hassle-free and time-saving cost recovery solution that can be trusted. It works silently but effectively to empower a firm so that it can focus its energies more so on what matters. For us, this is our clients,” he concluded.

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