

Marshall Dennehey increases productivity, decreases paper consumption with Nuance Power PDF.

Challenge

- Need to upgrade old, slow legacy software
- Beginning of paper reduction initiative
- Needed single solution that included frequently-used features (redaction, Bates stamping, etc.)

Solution

- Nuance Power PDF

Results

- Reduced paper and printing costs
- Increased productivity—more time to spend serving clients
- Bookmarking to save paralegals time when reviewing records
- All features are being used; there are no wasted features

Summary

Philadelphia-based civil defense litigation law firm, Marshall Dennehey Warner Coleman & Goggin, prides itself on a steadfast commitment to its clients. The firm strives to provide cost-effective, quality representation, and its attorneys are well-versed in complex and high-profile litigation. Marshall Dennehey has 20 offices, 500 attorneys, and a total of approximately 1,100 employees throughout Pennsylvania, New Jersey, Delaware, Ohio, Florida, and New York. For 54 years, the firm has successfully defended clients in casualty, professional liability, health care, and workers' compensation matters.

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“It’s impossible to make everybody happy, but Power PDF comes close.”

Lisa A. Ruane
Manager of Application Services

With complex litigation comes volumes of documentation, and users of the firm’s legacy PDF software were frustrated with the slow, laborious process of creating PDF documents for filing, running OCR, Bates stamping, and other time-consuming but necessary tasks to successfully represent clients. For electronic filings, users would have to re-scan paper copies into PDF format to create exhibits and upload the documents to the court filing websites. They would also have to use separate software for more advanced PDF features like portfolios. This time could be better spent serving clients, and Marshall Dennehey began searching for an all-in-one PDF solution that would not only provide the features needed, but also integrate with FileSite and SharePoint®.

At the same time, Marshall Dennehey was in the middle of a paper reduction initiative that involved the introduction of new copy and scan machines. This was the perfect time to investigate a solution that could make it possible to scan into FileSite and combine PDFs to create exhibits.

Finding a single solution with security features

Like many law firms, Marshall Dennehey had a long list of requirements for its new PDF processing software. It needed the typical Bates stamping and redaction features, as well as e-signatures, an advanced splitting feature for court filings, and bookmarking so that paralegals could easily find items of importance in documents. One practice group in the firm also needed password protection for documents sent to its clients. During the upgrade, the firm was introduced to Nuance Power PDF 1.2.

“I believed Power PDF was something that would increase productivity for the population,” said Lisa A. Ruane, Manager of Application Services. “That’s the bottom line; the software’s ease of use for administrators.”

Marshall Dennehey found that Power PDF would meet all of its PDF manipulation needs, and, over the course

of two weeks, conducted an aggressive implementation throughout its 20 offices. Users received a one-hour training, and the next day, would have Power PDF at their fingertips. Currently, all of the administrators, paralegals, and office managers have access to Power PDF, and attorneys can request it. “The attorneys that do have Power PDF love it,” Ruane said, noting that other attorneys may adopt it as the good word spreads.

Reducing paper consumption and increasing productivity

The biggest benefit for Marshall Dennehey has been increased productivity, resulting in more time to serve its clients. “When you can increase productivity that’s a tremendous benefit to the firm and our clients,” Ruane said.

Part of this comes from the reduction in paper from using Power PDF. Users can append documents electronically, instead of having to print and scan exhibits. But increased productivity also comes from the features available to users. For example, bookmarking is a feature that Marshall Dennehey didn’t have access to in its old software. For paralegals sifting through records, bookmarking allows them to quickly reference items in the document. Overall, Power PDF is faster and more intuitive, allowing users to merge documents quickly and easily move around pages in PDF documents.

The firm has also created its own custom watermarks to make exhibit creation faster, a necessity in e-filing. Users are pleased that they can go directly to where they need to in the PDF document and insert a page with a customizable watermark, rather than scan in a page or go to FileSite.

“All the features are being used,” said Ruane. “That’s pretty good when you roll-out software and all of its features are being used by somebody in some way.”

Marshall Dennehey has recognized the value of Power PDF and plans to train new hires on it—something the firm did not do in the past with its old PDF manipulation software. Additionally, it sees Power PDF as an important part of the firm’s intranet plans as it works toward beefing up its SharePoint deployment.

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

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