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Partner with:



Atlanta (GA) CPA Firm Digitalizes Audit & Tax Practice Improves Practice Quality, Increases Professional & Staff Productivity & Cuts Paper Costs To Dramatically Improve The Bottom Line

Customer Profile

A medium-sized firm that does both audit and tax work across a variety of industries had the vision to recognize that digital image technology could improve its professional capabilities in terms of the quality and cost-effectiveness of the services rendered to clients. Increasing paper storage costs, on- and off-site, paper handling costs, and the resulting stress on staff in meeting never-ending deadlines in paper quagmire were the main factors that called for change.

Application

The firm evaluated existing software applications and new organizational software alternatives and selected an appropriate mix with multiple scanner capture points. In current terms, this would be equivalent to DocSTAR WorkStationPro for the necessary concurrent users, Xerox DocuMate ADF scanners for volume capture points, and Strobe XP scanners for professionals and mobile capture points.

Specialized tax and audit programs would be integrated with the main organizational software, allowing easy transfer of data to and from the main storage and retrieval system.

The current DocSTAR Version 3.4 system retains all electronic files in native format, and allows ready conversion of captured images into text and other formats using OmniPage software and other applications. It also interfaces with Summation and other major legal analysis software, works well when supplemented by collaborative peer-to-peer cyber workspace software.

This complete system would be backed up continuously by the Dual Raid servers bundled with DocStar, and further supplemented nightly by an on-line back up storage service.

Paper archives were addressed by using off-season excess capacity to image and index existing files without outside service bureau help.

The Problems

The firm was faced with the typical accounting office problems of a paper-based ECM system: Too much on-site and off-site storage space devoted to paper, increasing staff time spent to copy, file and deliver the paper, rising costs of copy paper, toner and copy machine maintenance,

and the retrieval difficulties inherent in paper, all culminating in an unnecessarily high cost structure and staff frustration from the endless paper crunch.

The firm wanted to cut its paper-handling costs, especially professional office and off-site warehouse space rent, and improve its overall document handling system to enable better client service with reduced staff stress.

The Solution And The Benefits

Digital ECM has reduced the firm's paper storage and retrieval costs and efforts, improved client service, and made staff's work more productive and less stressful.

Expensive office space once devoted to paper storage is now available for new staff and other productive uses; once ever-growing off-site warehouse space has been eliminated.

The firm's productivity increased to enable the same fees to be earned in less staff time, thereby allowing staff to undertake further work, professional training and free time.

Even though this ECM system was very comprehensive, the resulting cost savings were proportionately high, again producing a quick payback. In fact, a system like this can actually increase cash flow from Day 1 due to the available vendor system financing--each \$10,000 of system cost runs only a few hundred dollars a month, likely a fraction of the cost of copy paper, toner and delivery charges alone. The ROI on something like this would be impressive, and with the financing feature, there really is no out of pocket cost on which to base the calculation--potentially pure profit for increased productivity.