

# Las Vegas Paperless Solutions<sup>SM</sup>

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Partner with:



## Las Vegas (NV) Insurance Defense Law Firm Eliminates Paper Costs, Frees Space & Improves Work Flow & Client Service

### Customer Profile

A small firm that specializes in insurance defense with a state of the art computer system and a very high-speed commercial copier-scanner was still drowning in paper flow to and from its clients, claimants, insurance agents and internal staff. The copier reproduced paper quickly, but at increasingly high paper, toner and maintenance costs. The non-dedicated scanner feature on the copier was less than stellar, and incurred the same high per-unit maintenance costs as copiers.

### Application

The firm selected Visioneer® Strobe scanners to capture paper intake in Adobe® PDF format using bundled Scansoft PaperPort® software and then posted the images to its Windows XP Professional Network for electronic storage, retrieval and delivery to clients, staff, adjusters and underwriters. Where imaged text data needs to be electronically formatted for manipulation, the images can be stored in searchable Adobe PDF format, or later converted to text using Scansoft's bundled OmniPage® software.

Paper flow varies from dozens to thousands of pages of paper intake per day, so multiple staff are cross-trained and provided with scanners to handle peak periods.

Imaged documents are constantly backed up with dual-mirror RAID hard drives with regular offsite back ups.

### The Problems

The firm was faced with the typical law office problems of a paper-based ECM system: Too much on-site and off-site storage space devoted to paper, extensive staff time required to receive, copy, file and deliver the paper, rising costs of copy paper, toner and copy machine maintenance, and the retrieval difficulties inherent in paper.

The firm wanted to cut its paper-handling costs, simplify and reduce the costs of delivery of the multiple distribution points required for each document in this practice, and improve its file retrieval system.

### **The Solution And The Benefits**

Digital ECM has reduced the firm's paper storage and retrieval costs and efforts, and facilitated distribution of the multiple copies required to all those involved in a case. Once scanned, images can be readily distributed locally or nationally as required with no time gap and virtually no delivery costs.

It has also facilitated discovery production, both in terms of selecting materials to be produced and physically consummating the production. What used to require sorting through boxes delivered to or received from a copy service and significant delivery services now can be done via computer searching and viewing, and emailing or uploading e-files, or mailing a CD.

All of this has combined to produce a substantial reduction in monthly ECM costs. Staff time has been reduced along with paper, toner, per copy maintenance charges, delivery costs, elimination of off-site storage, and recovery of valuable on-site space. The entire ECM system paid for itself in the first month--and keeps on paying. The ROI for these scanners is staggering.