

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

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Partner with:



## Philadelphia (PA) Civil Practice Law Firm Frees Space, Cuts Paper Costs, Improves Work Flow & Client Service, & Facilitates e-Discovery

### Customer Profile

A medium-sized firm that conducts a broad transactional and litigation civil practice encountered mounting paper problems: Increasing costs of dealing with copying, storage, retrieval and delivery of paper documents. Particularly harsh was the way that firm growth caused a double hit on profits: The more business, the more paper that needed to be stored, thereby consuming more high-priced professional office space. The transactional group knew about electronic forms and document production to some extent, and the litigation group was learning the ropes in e-discovery, but the ECM systems were not integrated and the paper volume kept increasing.

### Application

The firm selected DocSTAR imaging software with scanners at key capture points to intake paper and store those images along the documents received and generated in electronic format in a client-based electronic filing structure that enable rapid retrieval. DocSTAR systems feature bundled servers with Dual Raid hard drives for constant back up, further supplemented by nightly on-line storage services at a low cost.

The DocSTAR 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.

### 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. As the firm grew, there was increasing difficulty in taking advantage of the wealth of knowledge in the firm's data base due to the paper format, and in basic collaboration with inside and without others outside the firm.

The firm wanted to cut its paper-handling costs, simplify and reduce the costs of collaboration among firm members, outside consultants and co-counsel, 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 internal and external distribution and collaboration among 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. Collaborative peer-to-peer software enables multiple users to interact on the same document in real time by computer and phone whether down the hall or across the world.

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.

Digital data can be readily found and inserted into specialized legal applications like Summation® and other programs that used to require manual input.

All of this has combined to produce a substantial reduction in monthly ECM costs. Staff time has been reduced along with paper, toner, delivery costs, reduction of off-site storage, and recovery of valuable on-site space. Productivity for the client has increased--more tangible work product can be generated in less time.

This ECM system quickly paid for itself, while actually increasing cash flow from the start due to the available vendor system financing. The ROI on something like this would be impressive. And with the 100% financing feature, there really is no net out of pocket cost on which to base the ROI calculation--potentially pure profit for increased productivity.