

Bond Pearce case study – May 2011

Challenge:

- To reduce paper output
- To boost productivity and provide an audit trail
- To implement a more effective way of capturing and sharing documents

Strategy:

Nuance eCopy ShareScan, underpinning the eFiling Initiative

The benefits of the eCopy solution:

- More effective sharing of key information
- A consistent look and feel to the user interface across all Bond Pearce sites

Nuance eCopy makes all the right connections at Bond Pearce

A philosophy of collaboration among staff and clients underpins the services provided by legal firm Bond Pearce. This philosophy is apparent in the technology backbone that underpins its document management approach. Thanks to scanning and capture technologies from Nuance eCopy, Bond Pearce's team of legal professionals are able to securely scan, store and share documents more quickly, easily and securely, so enabling Bond Pearce to offer its clients an even better quality of service.

Nuance eCopy ShareScan – recommended by Multifunction Printer (MFP) manufacturers

An expiring lease on the firm's fleet of MFPs presented Bond Pearce with an ideal opportunity to review its document capture and workflow strategy. This was purposed to establish where document processes could be optimised and greater efficiencies realised. To better understand how documents were used internally and identify what MFP devices it needed, the firm conducted detailed research onsite, to establish how devices were being used - by whom, when, and where there were peaks and troughs in the usage rates.

The review also took into account user perceptions of scanning and what could be done to make the task easier for the users. When Bond Pearce fed this research back to the MFP manufacturers as it looked to replace its fleet, they were all unanimous in stating that Nuance eCopy ShareScan would be best suited to their needs based on their past experience of the product and the connectors the firm already used.

eFiling. A better way to share

After consulting with their chosen MFP platform and provider through Canotec, Bond Pearce settled on a new eFiling initiative comprising 59 new MFPs across the firm's five locations in the UK. Each machine featured Nuance eCopy ShareScan, which has been designed to enable MFPs to be used for a wide range of secure document capture processes with seamless integration into business applications. These applications support automated workflows. Bond Pearce benefits from the consistent, intuitive interface making them easy to use, which further encourages user adoption, and drives value from the firm's investment in the technology.

Connect four

A real business value to Bond Pearce is ShareScan's compatibility with the four connectors it uses. Two Outlook connectors enable users to choose between 'scan to self', and 'scan to email' options. The third connector provides a 'scan to Autonomy iManage WorkSite' option to file all matter-related documents into the information management solution. The final connector allows the Firm to use the devices to 'scan to fax'. This is an important consideration for Bond Pearce, because the fax is still considered a legal document by a court. The firm also uses Copitrak for cost recovery on each device. The two systems are integrated which allows for a single authentication through eCopy ShareScan. Today, the new setup is being used by the firm's post rooms and by its secretaries, administration teams and, of course, solicitors.

A better experience - any time, any place anywhere

Ivan Packer, Bond Pearce's Service Level and Product Coordinator, explains: "All our users love ShareScan's consistent and intuitive interface. We've

adopted this consistent behaviour across all of our sites, so that no matter which location our staff are working from, they all have a user experience that's familiar to them. They're busy people, and this just keeps life simple for them. The interface is very intuitive and the whole solution has been very well received by the users, because it gives them the flexibility to manage documents and information in the way that's most effective for them."

Looking to the future

Bond Pearce is so impressed with ShareScan that it has recently started trialling Nuance eCopy PDF Pro Office; the ease with which it enables users to delete, add, merge or compare pages is already winning positive feedback from the firm's legal secretaries and lawyers, making it an ideal complement to the Nuance eCopy solutions the firm has already deployed.

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