

Reynolds Porter Chamberlain LLP - May 2011

Challenge

To implement a paperless office model to increase productivity and honour the firm's CSR responsibilities

To automate the mail room and overhaul the mail distribution process

To boost productivity by reducing the reliance on paper-based files and provide an electronic document paper trail

To standardise on a powerful, yet cost effective, desktop PDF solution

Strategy

To utilise Nuance eCopy solutions:

- PaperWorks, and PDF Pro Office as PDF solutions
- ShareScan as a capture solution from MFPs

The benefits of the Nuance eCopy solutions

Reduction in physical client matter files

Easier searching, sharing, editing and redaction in documents

Less time spent looking for paper documents resulting in improved client service

With over 450 people, including more than 260 lawyers and some of the sharpest minds in the UK legal market, London-based Reynolds Porter Chamberlain (RPC) provide trusted counsel to UK and international clients, working on projects spanning many jurisdictions.

The desire to be more efficient, lead it to review how paper is captured, managed, stored and distributed. The firm also wanted to make a powerful yet cost effective PDF solution available to all staff, to make it easier to search, redact, edit and mark up documents. Finally, RPC wanted to optimise the efficiency of its mail room, the final part of its strategy to reduce the number of external paper documents being distributed and stored in traditional filing cabinets.

PaperWorks; tailor made for RPC for client matters

The first challenge for RPC was to more effectively manage the volume of client matter paperwork received. Measured using the industry norm of lever-arch files, RPC identified those client matter files which needed a solution, such is the volume of information to search through. Not only does the manual review of paper documents take up time, it takes up space, too, and with office space at a premium in London, RPC wanted to avoid allocating valuable space to filing cabinets.

To address the challenge of dealing effectively with client matter paperwork RPC are planning to implement a new tool called eReview, which comprises a document capture hardware and software solution, in the form of Nuance eCopy PaperWorks desktop solution. Using PaperWorks' Software Development Kit, a new customised user interface was created. This makes it easy for lawyers to

redact sensitive information from scanned client matters. The solution provides many other useful features such as linking up two documents electronically - to compare them, and mark them up.

Mastering the mailroom with Nuance eCopy ShareScan

To deal more effectively with the amount of paper flowing through the firm, RPC is about to introduce another Nuance solution – ShareScan – in to its mail room. As mail arrives, it will be scanned and emailed to the intended recipient. The advantage of this process is that it creates an electronic record of mail that has been received, and the mail can then be sent on immediately, rather than waiting for the mail to be sorted then physically delivered to the intended recipient. By speeding up the mail delivering process, lawyers can act sooner on information received earlier in the day, adding efficiency to the cases they are managing. A further advantage for the legal profession – where a fax is still accepted as a legal document – is that the scanned mail can also be faxed directly using a fax connector, too.

The firm will benefit from less physical storage of post, a timelier delivery of mail and less chance of it being accidentally delivered to an unintended recipient internally. Plus, scanning and distributing the plan creates a digital trail of the document, essential for compliance.

Introducing a powerful, cost effective PDF solution for everyone

Impressed with its experience of Nuance eCopy solutions, RPC is now trialling Nuance’s recently introduced PDF Pro Office, for the desktop. Julie Berry, IT Director at RPC is adamant that this addition bolsters the efforts the firm has made to optimise its document management processes. “PDF Pro Office’s level of functionality is on par with other established PDF solutions. There’s nothing to split the two solutions, bar price. We’re so impressed with it, that we plan to deploy it on all 480 PCs at RPC, making it the firm’s default PDF tool on all Windows-based PCs. Its search capability for example, is excellent, and it can find required search terms on multiple lines, rather than just one.”

Planning for the future with Nuance eCopy

Solutions from Nuance eCopy are helping to drive new efficiencies at RPC, helping it to prepare for significant changes legal firms face in 2012, when many legal companies will offer alternative billing models such as fixed or capped fees over the traditional billable-hours model. With Nuance eCopy solutions driving efficiencies, RPC can further sharpen up its client service and competitive edge.

The full extent of the benefits will be measured over a period of six, nine then twelve months. In the meantime, Julie and the team at RPC are enthusiastic users of Nuance’s eCopy solutions, as she explains: “eCopy is a hidden gem. We love it, on the device or the desktop, it is just great.”