

## CANON SOLUTION CASE STUDY IMPROVING LEGAL WORKFLOW EFFICIENCY



OVERVIEW

WORKFLOW

SOLUTION

SUMMARY

**Solutions: eCopy ShareScan Suite, Canon imageWARE Remote, Canon imageWARE Enterprise Management Console, Equitrac Professional, and the Canon Color imageRUNNER C5185**

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#### General Overview

The customer, a law firm, offers comprehensive legal services to a wide range of clients in the gaming industry throughout North America and worldwide. In a heavily regulated industry like gaming, they knew the best way to learn was by starting from the inside—working with state and local government regulatory authorities that draft gaming legislation, rules, and regulations, and provide gaming counsel services to them. Throughout this case study you'll see how their workflow went from being manually intensive and time-consuming, to an automated cost-saving process using Canon solutions.

## Customer Workflow and Issues

Law firms generate and copy a tremendous amount of paper. Draft documents, complaints, motions, interrogatories, jury instructions, settlement agreements, and appellate briefs are generated on a daily basis. Copying and scanning supporting documentation are also critical components in their document workflows. During the discovery phase of the litigation process, the use of Bates Numbers allows all these documents to be shared by multiple parties, with a guarantee that all involved are using the same document.

The customer had many challenges that affected their document distribution and device management. Their process for distributing documents was very labor intensive which became quite costly. With no document management or archival strategy, the firm was manually filing documents and placing them in cabinets for storage and retrieval. To meet requirements for document sharing, they were hand-labeling documents so that they could be viewed by both internal and external parties—an extremely time-consuming and manual process. When reviewing their document-related processes, it was apparent that better, more automated options needed to be pursued in an effort to achieve greater company effectiveness.

While the issues associated with document workflow were many, the customer was also interested in integrating color capabilities into their fleet of devices. This, however, was not an option unless color output could be effectively managed.

Finally, they wanted to find an automated way to maximize recovery of client-billable costs, manage total output volumes, and eliminate waste. As with other workflows, the customer was managing these activities manually through the use of various spreadsheets and other tools.



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## Canon Solution Overview and Components

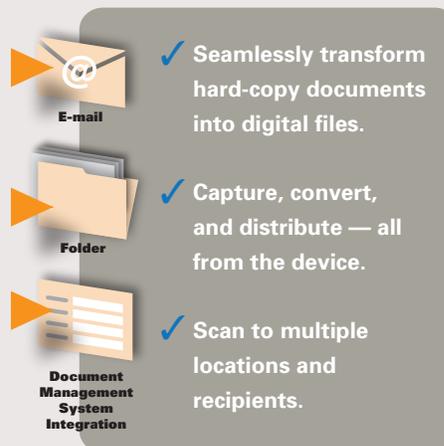
Based on the wide range of requirements associated with the firm's workflows, a number of technologies were recommended, including eCopy ShareScan® Suite™, Canon imageWARE Remote, Canon imageWARE Enterprise Management Console, Equitrac Professional®, and the Canon Color imageRUNNER C5185 device.

With eCopy's ShareScan Suite, the customer was capable of taking advantage of the scanning capabilities inherent in their imageRUNNER C5185 device, distributing paper documents via e-mail and fax, and working with documents from their desktops. In addition, by enabling select eCopy Connectors, the customer was capable of scanning directly into their document distribution and management software from the imageRUNNER device, thereby providing tight integration to existing back-end systems.

With imageWARE Remote, Canon was capable of remotely monitoring the customer's devices, remotely capturing monthly meter information and automating service alerts and technician dispatch. By enabling this utility, the customer was able to free personnel from the manual tasks associated with capturing meters and calling for service.

With imageWARE Enterprise Management Console, the firm found capabilities that enabled them to automate many of the management tasks associated with deploying and managing networked print devices. As a result, the customer was capable of optimizing IT efficiency and reducing total cost of ownership across their entire organization. By having this unified print and device management software solution they were able to streamline their device control, speed problem resolution, and automate tasks to reduce burdens.

The firm selected Equitrac Professional to track client costs and optimize Canon devices. Equitrac Professional provided a single, easy-to-use platform for tracking document output, telecommunications, and all disbursement charges. It captured the client's name, along with a specific matter or project number, for every service. Equitrac provided the firm with the tools needed to manage its print environment and reduce associated costs, while making it simple for employees to record client names and other details without slowing productivity.



## Summary

Canon provided a total solution that not only included Canon hardware and software, but also integrated third-party technology. Although their needs were diverse, Canon was instrumental in helping the customer reduce monthly costs and become more effective in their business. With a revamped set of workflow capabilities, the customer has become an even greater resource for its clients and is poised for continued business growth.

With the proposed Canon solution, the customer realized the following benefits:

- Improved workflow efficiency through direct integration with business processes
- Implementation of a real-world solution for fleet control and management
- Alleviation of onsite storage and retrieval issues by linking to a digital document repository
- Automated and simplified cost recovery
- Minimized IT pressures
- Increased cost savings

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