

CASE STUDY

RICOH
CONSULTING
SERVICES
SMOOTHER RUNNING SYSTEMS



Haigh Lyon

H A I G H L Y O N
Lawyers

Lawyers easily and accurately file client records.

Background

Founded in 1926, Haigh Lyon's tradition is prompt and pragmatic service and they concentrate on the ideal result for their clients.

Challenges

Haigh Lyon were scanning deeds to a network folder, and then one by one, linking each document to the correct location within the Infinity Law Practice Management System. This process was very time consuming.

Haigh Lyon wanted an enhanced scanning solution that enabled their staff to easily create PDF documents and deposit them directly into the respective location in Infinity Law. They wanted a simple process that was able to be carried out from the control panels of their Ricoh multifunctional devices (MFDs; printer/scanner/fax in a single machine). Once scanned, staff needed to have direct and quick access to these documents.

Solution

Ricoh Consulting Services provided a customised document capture and distribution solution incorporating an Infinity Law 'Direct Integration Scanning Connector'. The Ricoh team implemented a customised interface on the touch screen control panels of the Ricoh MFDs, which present staff with buttons to initiate scanning of either; matters, deeds, proof of IDs or LINZ (Land Information New Zealand) documents.

Simple, customised input screens prompt staff to input key data to link the documents to the client, such as; Document Type and Client Number.

Staff can then directly access client documents from within Infinity Law from their computers.

As Terri Bray, Practice Manager at Haigh Lyon explains.
"What was taking two or three steps is now just taking one."



Terri Bray, Practice Manager
Haigh Lyon Lawyers.

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is now just taking one."*

Terri Bray
Practice Manager

Workflow

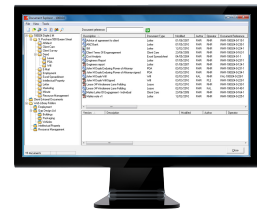
Direct scanning link to Infinity Law Practice Management System



To scan, select 'Infinity Law' on the Ricoh MFD's control panel.



Enter the document type and client number. Client details are pulled through from Infinity Law.



The documents are immediately accessible as links within the client's record in Infinity Law

Benefits

- Fast, accurate electronic filing of client documents within Infinity Law
- Cost savings have resulted from eliminating the time spent in manually linking electronic documents to Infinity Law
- Less need to retrieve hardcopy documents from off-site storage.

"The more information we have on Infinity, the less likely it is we have to physically store and retrieve files from off-site storage." Terri Bray, Practice Manager, Haigh Lyon Lawyers.

In addition, should disaster strike, electronic storage of all client documents gives Haigh Lyon the ability to get 'up and running' again within 24 hours, as they do not have to rely on gaining access to hardcopy paperwork, and all of the scanned copies are 'backed-up' offsite.

Furthermore, Terri Bray noted "The training required was minimal, as staff find it very fast and easy to use."

Our Approach

Ricoh Consulting Services worked closely with Haigh Lyon to tailor a solution specifically to meet their requirements.

"The training required was minimal, as staff find it very fast and easy to use."

Terri Bray

Project Summary

Client:	Haigh Lyon Lawyers
Based:	Auckland
Sector:	Law
Needs:	An efficient method to scan client documents and link them to clients' records in Infinity Law Practice Management System.
Solution:	Ricoh Consulting Services and an electronic document scanning and filing system that intelligently links with Infinity Law.
Benefits:	Fast, accurate electronic filing of client documents within Infinity Law.