



CONSULT



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SUPPORT



SUSTAIN



GLOBAL



Project Summary

- Client:** Preston Russell Law
- Location:** Invercargill, Queenstown, Te Anau, Wyndham
- Challenge:** Providing lawyers with instant access to their clients' documents and efficiently charging for photocopying.
- Solution:** ScannerVision™ and Equitrac® software, together with Ricoh multifunctional devices integrated with Lexis® LAWbase.

RICOH

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Offering a very 'professional' service

Increased productivity and improved customer service – sound interesting? That's what this law firm has achieved with help from Ricoh.

Background

Preston Russell Law is leading the way as one of the south's largest and best-equipped law firms. They have eight partners and over 50 staff.



Challenge

Preston Russell stores vast amounts of client documents both on and off-site. Having to locate paper files was proving inefficient when compared to the speed with which electronic copies can be accessed.

The firm uses the Lexis LAWbase practice management and accounting system. A priority for Services Manager, Christine McLeod was providing staff with easy access to electronic versions of documents relevant to each client from within LAWbase. This would require two steps: firstly, a quick and easy way to scan the documents and secondly, the ability to place links to the documents in the relevant LAWbase screens.

Also, Preston Russell's existing cost tracking solution was inconvenient and labour intensive. It involved a separate recorder being connected to each copier for entering the client number.

Solution

Document digitisation

Ricoh's local exclusive dealership (Southland Copier Company) was given the opportunity to prove Ricoh's capabilities. First, they took the time to fully understand Preston Russell's requirements, then they set up and demonstrated a solution working from end-to-end, so Preston Russell could be fully informed before needing to make any commitment.

The solution enables Preston Russell staff to:

- Scan a deed on the Ricoh *multifunctional device (MFD).
- Using the MFD's intuitive full colour touch screen, create an electronic copy of the document on Preston Russell's file server.
- Update the 'Deeds Manager' in LAWbase with a link to the electronic document.

A similar process is also set up for scanning wills, certificates of titles and power of attorneys.

In addition, Ricoh MFDs allow users to scan to email, with touch buttons on the MFD's screen preset to commonly used email addresses. Preston Russell staff find it quick and easy to scan to their own email address when they simply want to create an electronic version of a paper document.

"With the Ricoh solution, so far the business has experienced a 7% productivity increase and we are expecting that to double over the next 6 to 8 months." Bruce Cowan, General Manager, Preston Russell Law.

Cost recovery

Ricoh's Equitrac copy cost recovery software is embedded into the MFD's colour touch screen, requiring no add-on's to the MFD.

When making photocopies, staff simply enter the client and matter number on the MFD's screen to record the necessary details.

*Multifunctional device (MFD): A single machine that, depending on options selected, acts as your copier, printer, scanner and fax.

Benefits

Productivity

Having links to scanned documents available in LAWbase means lawyers can deal with client issues more productively without the delays associated with locating and retrieving paper documents.

The end-to-end simplicity of Equitrac cost recovery has improved efficiency. As General Manager Bruce Cowan says, "I just know it works."

In addition, the firm's typists have reduced re-typing of paper documents, by scanning them into Microsoft® Word® format using the outstanding OCR functionality built into ScannerVision. An added bonus is each user does not require a license, as it's licensed per MFD.



Services Manager, Christine McLeod using the Ricoh MFD's touch screen.

Data security

Recently, a local accounting firm suffered severe fire damage resulting in the loss of thousands of client documents. Having digital copies stored in a secure location on the network (which is of course backed up to a remote location) mitigates this risk.

"The Ricoh solution is the final step in completing our document management system (DMS) which will enable staff to have immediate electronic access to all client documents." Bruce Cowan

Why Ricoh

Ricoh took a consultative approach, asking lots of questions, to really understand what the client wanted to achieve. Ricoh were then able to recommend a proven solution, and demonstrate it before Preston Russell needed to make any commitment.

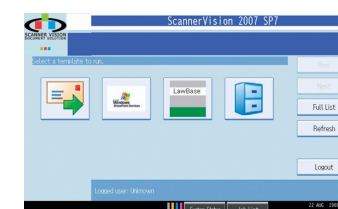
"The installation went smoothly and was completed in a very short time frame." Christine McLeod, Services Manager, Preston Russell Law.

To learn more about Ricoh's solutions or to book your own meeting with a Ricoh consultant contact us on 0800 2RICOH (274264).

Integration of Ricoh MFDs with Lexis LAWbase

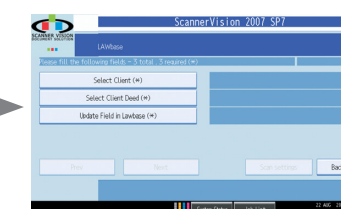
Combining Ricoh MFDs with ScannerVision software allows scanned documents to be directly linked from LAWbase.

- The ScannerVision solution comprises a Java™ based MFD client and server software.
- The MFD's control panel provides a platform for gathering additional metadata from the user when they scan a document. The server software delivers variables to the MFD client. These variables can take the form of a list, database query or VB script.
- The server software also supports OCR functionality, barcode recognition, annotations, notification and exporting to other systems, such as SQL database, SharePoint®, Windows® file and Enterprise Document / Content Management Systems.



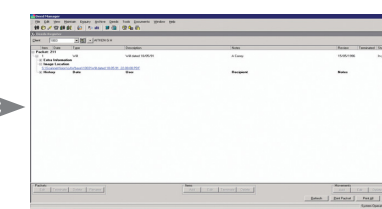
To start

Press the LAWbase button on the Ricoh MFD's control panel.



Select the deed to be scanned.

A list of clients and deeds which have entries in LAWbase can be viewed and searched from the MFD display.



Viewing the scanned document from LAWbase

The user opens up the Deeds Manager, and browses to the client. They will now notice a 'camera' icon against each scanned deed.