

INNOVATIVE LAW OFFICE SERVICES ENHANCE THE WORKPLACE EXPERIENCE



Challenge

Reduce paper usage as the firm moves from its longtime headquarters. Consolidate multiple vendors and improve the delivery of office services to the firm's end users.



Solution

Implement a digital imaging program that includes reviewing all documents and then destroying, scanning or storing them. Retain scanned documents in order to provide easier access. Develop and implement a workplace services program allowing the firm to meet key business objectives.



Benefits

Less floor space needed for paper storage; reduced potential liability from old documents retained by firm; more efficient handling of digitally-converted documents by the firm's records management system; improved workplace experience for valued employees.

A leading international law firm launched an initiative to meet two key challenges. One was connected with the planned relocation of the firm's corporate headquarters to a new site. The goal was to engage a managed services provider to help the firm reduce a significant amount of paper documents accumulated over decades of being in the same location; paper that the firm didn't want to bring to the new site. The solution would involve working with a services provider to review the paper documents and scan as necessary into the firm's records management system and dispose of the physical files where possible.

ENGAGING WITH ONE PARTNER

The firm's other challenge, also related to the move, was to consolidate its office services program from two managed services providers to one. The firm wanted one partner that had the expertise to oversee its mail, print/copy, office services and records management operations as well as enhance the end user experience through a customized services program. The program comprises assigning specific individuals to each practice floor and includes coordinating daily services such as copying, scanning, mailing and special projects. Additional responsibilities include ensuring that all the multi-functional devices and floor service centers are fully stocked and operational on a daily basis. A critical component of success for the initiative is having a dedicated ambassador/manager in place.

This program covers all practice group floors at the firm's headquarters office. Partnering with Canon has helped the firm achieve its goals for the document scanning project and enhance the end-user and workplace experience of the firm's legal and non-legal personnel.

The firm developed a strategy for the onsite delivery of critical services. Canon showed that it could deliver on this initiative based on experienced onsite and offsite personnel and a detailed project plan. As a result, the firm engaged Canon for the document imaging. While the firm was considering proposals for office services, Canon was building credibility based on how its onsite team was managing the office move/scanning project. Canon's team worked closely and efficiently with the firm's administrative



personnel and business stakeholder; effectively managed logistics; successfully coordinated Canon's offsite support capabilities and consistently maintained smooth, streamlined workflows. This proven credibility, plus the ability to meet the firm's objectives, contributed to the firm awarding Canon the office services contract for all of the firm's locations.

CANON'S SERVICES

Results from Canon's imaging project include scanning millions of pages, accurately entering the data into the law firm's records management system and coordinating with the firm on document disposal. Canon helped the firm solve a challenge with scanning highly confidential files by setting up a scanning workflow that processed the sensitive files in a secure area under very strict guidelines. The imaging project was completed on time and coincided with the firm's move into its new space. Canon had both a records team and a dedicated move project team that worked onsite in secure rooms at the firm to complete the move project. Canon's staff worked closely with the firm's personnel to go through paper documents, eliminate redundancies and provide reassurance that all necessary documents would be scanned as promised.

Canon now manages and provides personnel for the firm's mail, print/copy, office services, supply management and records management programs as well as the floor ambassador program. There are two floor ambassadors per each legal practice group floor. These ambassadors work with the members of each practice group (partners, associates, administrative staff etc.), with the goal of anticipating and meeting their key needs. Floor ambassadors are cross-trained to be able to support multiple practice groups, which improves coverage. Floor ambassadors have daily runs on each floor to anticipate and address any specific needs as well as help set up traveling attorneys to maximize their experience at the site. Canon enhanced the program by proposing that a dedicated floor ambassador/manager be assigned to supervise the program. This was approved by the firm and implemented with significantly positive results.

KEY BUSINESS BENEFITS

As a result of the quality of Canon's personnel, including their focus on client service and expertise in elevating office services delivery, the firm has been able to achieve its objective of enhancing the end-user experience. Canon has also introduced a performance management approach that helped the firm better manage office services through metrics and track key performance indicators. The system allows Canon to track performance trends and more efficiently deploy resources to better manage the firm's daily workflow needs. An example is rotating the floor ambassadors to different practice groups that are experiencing heavier activity. The metrics also better enable the firm to evaluate Canon's performance.

Another key advantage has been the creation of clear standards for implementing, managing and continually improving the firm's office services. Canon created a national communications structure to share key information and best practices across the firm and developed standard operating procedures for each site.

The firm is committed to always striving to deliver the highest service experiences for both its clients and its legal and non-legal personnel. Canon has demonstrated that it has the same vision for the firm.

ABOUT CANON BUSINESS PROCESS SERVICES

Canon Business Process Services leverages advanced technologies and services to deliver agility, exceptional workplace experiences and improved business performance. We achieve these results by applying our workforce management capabilities, Six Sigma methodologies and implementation expertise. With professionals across the US and in the Philippines, we have been named a Global Outsourcing 100 leader by IAOP for 13 straight years. Canon Business Process Services is a wholly owned subsidiary of Canon U.S.A., Inc. Learn more at cbps.canon.com and follow us on Twitter @CanonBPO.