



CANON BUSINESS PROCESS SERVICES, INC.

MAIL

ACCOUNTABLE MAIL

LEGAL

CASE STUDY

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Top 50 AM Law Firms
are Canon Clients

The Power of Teamwork

Legal Firm Teams with Canon Business Process Services to Boost Document Management Efficiency



An internationally recognized law firm needed to improve the efficiency and cost-effectiveness of its mail and print/copy center operations. The firm turned to Canon Business Process Services (Canon) to meet these goals as well as help employees better leverage the benefits of the firm's document management services.

THE CHALLENGE

The firm's office services center faced four key issues. One was that its headquarters location was growing rapidly and within constrained space, the firm was trying to operate its print/copy center effectively. This challenge was compounded by the fact that the center was trying to manage a print/copy/fax volume of more than 1,000,000 pages per month using old, non-networked analog equipment. Second, the firm's mailroom operations were also impeded by the cramped, inefficient layout of space as well as the fact that there were no automated processes in place—only manual procedures—for tracking inbound and outbound accountable mail.

Third, because the firm had less than optimal document-management policies and procedures in place, it was not obtaining reports with critical data it needed on a timely basis—data such as print/copy and accountable mail volumes. The fourth issue concerned the lack of communication between the office services staff and the firm's employees. Because there was no regularly scheduled dialog

between the groups, including internal user feedback meetings, it was difficult to implement any continuous service improvement initiatives. These and other challenges hindered the firm's ability to maximize the operational efficiency of its print/copy and mailroom center services. The firm teamed with Canon Business Process Services to help turn the situation around. Canon was selected based on its expertise in implementing a trained, high-quality on-site staff as well as its capability to leverage new document management methodologies, workflow and advanced technology to meet current challenges and drive future business benefits.

THE SOLUTION

The Canon team began by helping the firm relocate its office services center to new office space within the building. Canon had significant input in designing the new mail and print/copy center, which included installing a new package tracking system that automated and improved accountability for incoming and outbound mail processing. Canon also created

Canon created the teamwork that enabled the firm to better leverage the benefits of document process outsourcing.

THE RESULT

- + Created the teamwork and collaboration that have enabled the firm to better leverage the benefits of document-process outsourcing
- + Reduced document-process management costs since the beginning of the relationship due to reductions in labor, deployment of more advanced equipment and improved workflows
- + Established an automated tracking system that has improved mail processing
- + Implemented a document-process performance management system that helps to measure results and continually improve both mail and print/copy center operations
- + Utilized new workflows, methodologies and technologies, such as networked MFDs and document scanning, that have improved operational efficiency
- + Launched an electronic evidence-processing solution that is helping to advance the firm's eDiscovery capabilities and improve client service

new mail and print/copy operation procedures. These included process flow maps for more efficiently receiving, processing, checking quality and returning print/copy job orders. Additional improvements included initiating problem-resolution forms and regularly scheduled meetings where teams from the firm and Canon could discuss strategies and tactics for driving continual operational improvements. As another important development during the course of the relationship, Canon upgraded the firm's print/copy fleet to digital and networked multi-functional devices (MFDs) that combine print, copy, fax and scan-to-email capabilities in one unit. Canon also implemented a more detailed, automated reporting system and helped the firm improve its records-management function. Canon achieved the latter by creating a records-retention policy and procedures and by indexing thousands of documents that were stored offsite. This freed up office space, increased efficiency and enhanced compliance. In addition to leveraging Canon's document-process management expertise, the firm also now uses Canon's electronic

evidence-processing system to improve the firm's eDiscovery capabilities. With Canon's system, the firm can process client data onsite, enabling it to gain a competitive edge, recover costs and deliver superior client service.

ADVANCING BUSINESS PERFORMANCE TO A HIGHER LEVEL

Canon Business Process Services, a wholly owned subsidiary of Canon U.S.A., offers managed services and technology for information and document management, business process outsourcing and specialty workforce services. We help clients improve operational performance while reducing cost and risk. Canon Business Process Services has been named a Global Outsourcing 100 Leader by IAOP for the past eleven years and recognized in the Gartner Magic Quadrant for Managed Print and Content Services for five consecutive years. We have also been acknowledged by CIOReview magazine as a "20 Most Promising Legal Technology Solution Provider." Learn more at cbps.canon.com and follow us on Twitter @CanonBPO.