

# Legal Discovery

## Law Firm Advances Document Management to Higher Level



One of the legal industry's consistently top-ranked firms decided that improving its print/copy center and mail management operations could help further its success. This included reducing costs, increasing efficiency and creating a tighter focus on the firm's core business: the practice of law. With these goals in mind, the firm engaged Canon Business Process Services, Inc. to advance its document management processes to a higher level.

### THE CHALLENGE

In order to evolve by better leveraging document management technology, the firm recognized that it needed to meet several challenges. One included improving the skill level of its print/copy center and mail management staff, many of whom had been in place for

over 15 years. The staff had no clearly defined career path or opportunity for advancement. Additionally, because its print and mail center operation was overstaffed, the firm wanted to reduce its document management labor costs, while ideally offering employees a chance to move into other positions.

The firm also saw an opportunity to streamline the efficiency of its document management processes by deploying more advanced and better integrated digital technologies. The firm had never initiated a document needs assessment, comparing its equipment and processes with industry benchmarks in order to determine if it was utilizing the most efficient approach. Nevertheless, the firm believed it was operating an excessive amount of equipment that was not properly integrated, and spanned too many different vendors in its copy center.

The solution to these and other challenges was to find the right document process outsourcing partner that could take over management of the print/copy center staff and operations, as

well as provide recommendations on deploying new technology.

### THE SOLUTION

The firm selected Canon Business Process Services (Canon) as its partner based on Canon's legal industry and in-depth document process management expertise.

However, a special consideration in partnering with Canon was the company's proven best practices in transitioning outsourced employees to a new company. Canon hired as many employees as possible with the plan of reducing the overstaffed print and mail center operation over time with fewer, better-trained employees. The remaining employees would have an opportunity to move into different positions within the firm.

In the first six months of the program, Canon completed over 700 hours of onsite training, which included upgrading the staff's expertise in new digital document management technologies. Cross-training the staff to handle multiple tasks enabled more

## Improved print center operations enabled the firm to bring a substantial amount of document imaging work back in-house.

efficient management during employee absences and helped accelerate the planned reduction in overall staff, which in turn helped drive savings of over \$58K in the first year.

Canon and the firm then turned to streamlining the mail management and print/copy center operations. For the latter, as Canon assumed management of the print/copy center, it also provided recommendations that enabled the firm to condense its excessive number of different devices and vendors in the print center into a common hardware and software platform. This integration helped contain costs while increasing the center's print, copy and imaging capacity. Canon also implemented a Lean Six Sigma™ Kaizen Event—a project focused on improving an existing process—which enhanced the print center's job submission system and significantly reduced the number of lost print jobs.

The center's increased capacity and accuracy enabled the firm to complete more imaging projects onsite. Due to low confidence in the previous print/copy center operation, for years many of the firm's administrators and attorneys had sent document imaging work to outside vendors. Much of this work has been brought back in-house.

Canon also introduced numerous advances in the firm's mail management operation. This included reducing the number of mail runs spanning the firm's 12-floor headquarters and two other buildings in nearby locations.

By reducing the frequency of mail runs on each floor, delivering more mail with each run using fewer employees, Canon enabled the firm to increase efficiency, while saving over \$21K per month during the first seven months of the new program.

### ABOUT CANON BUSINESS PROCESS SERVICES, INC.

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](http://cbps.canon.com) and follow us on Twitter @CanonBPO.

### THE RESULT

- + Increased the skill and professionalism of the print/copy center staff, while improving efficiency and driving initial cost savings of \$58K during the program's first year.
- + Helped the firm condense, upgrade and integrate its print/copy devices into a common hardware and software platform.
- + Implemented a lean Six Sigma™ Kaizen Event that helped to significantly reduce the number of lost print jobs
- + Increased confidence in the print/copy center operation, which enabled the firm to bring a substantial amount of document imaging work back in-house.
- + Streamlined the firm's mail management processes, resulting in operational efficiencies and an initial cost savings of \$21K per month.