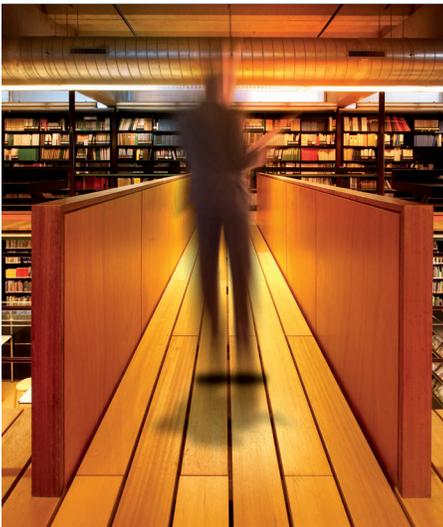


/ \$500k

In current savings

Speedy Interoffice Workflow

Integrated Document Distribution for Timely Court Filing



This full-service law firm, which employs more than 300 attorneys and staff, has been fighting for companies in healthcare, insurance, finance, high tech and real estate. The firm was missing court document filing dates and experiencing poor communications between offices. Canon Business Process Services (Canon) reengineered the firm's office and document processing center (DPC) workflow processes, while increasing mail distribution efficiency. Now the firm has no problem filing court papers on time.

THE CHALLENGE

The firm was under growing pressure to produce and distribute thousands of documents per month to meet court filing dates and requests of opposing counsel. The firm was missing court submission dates because getting information to satellite offices was slow. Capturing, compiling and distributing documents became a burden. Due to the inefficiencies inherent in manual processes, this resulted in higher staff costs. There was no easy way to associate document output cost with client matter data. The firm was absorbing client printing and scanning costs. This resulted in lower chargeback and reduced profits. Because the DPC did not have the ability to produce oversized documents in-house, wide-format production of marketing and real estate materials, trial diagrams and exhibits were sent to print shops outside the firm. That protracted lead-time, and created additional time pressures and added costs. Mail distribution was also costly, due to unmanaged courier costs. The mail delivery process in the firm was inefficient, resulting in delays in document delivery to partners.

THE SOLUTION

Canon provided a comprehensive solution focused on document production, mail and distribution. The goal was to provide reliable document distribution via electronic workflow. Canon installed 13 Canon networked multifunction devices (MFDs), equipped with eCopy, to enable electronic distribution between offices. Each new document hub provided convenient scan-to-email and fax capabilities, and created an imaging gateway to the firm's case management system (CMS). Canon also upgraded the system to a fax server, which reduced printing and handling of incoming faxes by routing the faxes to recipients' desktops.

The DPC was improved with the installation of Canon TDS 400 mono and CS5070 color wide-format print systems. These systems gave the DPC the ability to print wide-format floor, plan and blueprint documents in-house, providing the firm with lower document production costs and faster turn-around. Canon redesigned the mail

center to collect and distribute the mail more effectively. Canon merged DPC document delivery with hourly mail delivery, ensuring the efficient transfer of documents to the attorneys. Canon manages the firm's mailing list database, keeping the information updated to improve the mail-sorting process, and actively manages the firm's courier services, negotiating the best terms and prices.

Canon solutions improved document delivery and attorney communication, resulting in improved court filings and \$500,000 in savings.

THE RESULT

The initiatives implemented by Canon have resulted in:

- + \$38,000 in savings the first year, growing to a current savings of \$500,000.
- + Court filing deadlines were met using the MFDs for faster fax and scan-to-email document distribution between satellite offices.
- + The firm's document cost recovery expanded to capture all office and DPC document production for all client matters.
- + Distribution also improved by merging the copy and mail delivery schedules.
- + Attorneys gained immediate access to their faxes in a digital format and the ability to add the faxes to their CMS with a mouse click.

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 and follow us on Twitter @CanonBPO.