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The experience speaks for itself™

Bedell Group

Chooses eCopy for integration with keyapplications

CHALLENGE

- Valuable office space was consumed by storing vast amounts of paper files
- Expansion into new geographic regions prevented employees from managing, locating, and retrieving files from one central storage location
- Needed a way to transfer digital files into Interwoven WorkSite document management system, RightFax fax services and Copitrak cost recovery services

STRATEGY

- Installed eCopy ShareScan® onto several existing digital copiers and utilized high capacity scanning units for large scale jobs
- Used eCopy Quick Connect™ feature to integrate paper documents into Interwoven WorkSite and other network services
- Easily integrated paper documents

RESULTS

- Updates made to the network server are automatically reflected at all eCopyenabled devices, reducing the need for IT administration
- Intuitive, easy-to-use interface required little to no end user training
- Dramatically improved workflow allowed users to scan once and route to multiple locations including e-mail, printer, fax, or document management system

ABOUT BEDELL GROUP

Bedell Group comprises Bedell Cristin, a leading offshore law firm, and the fiduciary services provider Bedell Trust, one of Jersey's Leading independent trust companies which, together with its subsidiaries provides corporate management and related services from its offices in Jersey, Guernsey, London, Dublin, and Geneva. Bedell Group is committed to supporting and developing the status of Jersey as an international finance centre and to serving the local community. Established in 1939, it is one of the top tier firms in its market. The company has a staff of 185 and is experiencing rapid growth, currently 20% annually. Part of the company's growth plans for 2006 include further expansion into new geographic regions.

"eCopy is one of those rare products where you find every requirement comprehensively addressed. It integrates tightly with systems we depend upon and extends their ability to support the evolving and ever increasing demands of our rapidly expanding business."

— **Leo Cavendish**
Head of IT
Bedell Group

THE BURDEN OF MANAGING PAPER DOCUMENTS WAS BECOMING A PROBLEM...

Valuable office space was being consumed with the storage of paper files. In addition, files could be difficult to locate once taken from the main filing areas and there were concerns over business continuity in the case of a fire or flood. Continued expansion into new geographic regions meant that the paper management problem would become even more of an issue, compounding the difficulty of maintaining a central view of all matter-related correspondence.

As part of an ongoing risk management review, the storage and management of paper documents was identified as an appropriate area for eCopy technology. While the migration to Interwoven's

WorkSite document management system had already assisted with issues around e-mail and other matter-related correspondence, transferring paper documents into a digital format without undue effort was still an issue that needed to be addressed.

THE FIRM WAS ABLE TO INTEGRATE PAPER DOCUMENTS WITH INTERWOVEN WORKSITE, MICROSOFT EXCHANGE, CAPTARIS RIGHTFAX, AND COPITRAK...

Bedell worked with its office equipment dealer to design a solution to the firm's paper management problems. As a result, each copier was equipped with eCopy. In addition, dedicated, high capacity scanning units were provided for large scale jobs. Using eCopy QuickConnect, the firm was able to integrate paper documents with Interwoven Worksite, providing a simple and intuitive method for converting paper documents into electronic records within the appropriate matter file.

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The firm was also able to direct paper documents via Microsoft Exchange for basic scan and mail functions, Right Fax for network fax services, and Copitrak for cost recovery at the eCopy equipped copier. Leo Cavendish, the firm's Head of IT, said, "eCopy is the only truly integrated solution for Interwoven, Outlook and Copitrak. It has provided us with a single, efficient onramp for conversion of paper documents to electronic form." This configu-

ration was also replicated in the firm's newly opened London office with a virtual private network (VPN) link to the Jersey network. The firm now plans to deploy eCopy to each of its remote offices.

MANY OF THE FIRM'S USERS WERE ABLE TO USE THE SYSTEM WITHOUT TRAINING...

Bedell has been delighted with the results of its eCopy implementation. Cavendish said, "eCopy is one of chose rare products where every box is comprehensively ticked. Technical administration has been efficient; a single base configuration, as well as any required changes, can be simply and easily replicated to all eCopy units. eCopy has enabled us to address a number of key business issues in a single integrated platform."

Cavendish and the Bedell team found that eCopy provided a quick and efficient way to convert physical documents to electronic form. Many of the firm's users were able to use the system without training. Cavendish adds, "The eCopy interface is highly intuitive with minimal on-screen clutter, yet it allows significant flexibility in output." With the new workflow, users can scan once and route to many destinations. For example, a single scan of a document can be sent to Interwoven Worksite, e-mailed to a client, directed to a printer for output and/or faxed. Additionally, with the Copitrak integration, all of these activities are cost recovered.

Cavendish says, "Cost recovery metrics provide the most visible indication of the return on our eCopy investment, but the benefits of the eCopy solution have extended far beyond this. eCopy provides an effective means of simplifying physical document storage within the context of an electronic filing model. Since scanned documents are text-searchable and files are easily accessible through a single logical view regardless of their paper or electronic origin, we have found that productivity and responsiveness are substantially increased." He also points out that the ease of importing documents into Interwoven Worksite means that it is now simple to replicate all documents off-site in real time as part of Bedell Group's well developed business continuity strategy.

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