



Camps Solicitors

Legal industry



Customer Case Story - Nuance OEM Group



MAKING PAPER WORK™

ABOUT CAMPS SOLICITORS

Headquartered in Merseyside, UK, Camps Solicitors has over 25 years experience providing expert legal advice for the victims of personal injuries, workplace accidents and work related illnesses such as industrial deafness and asbestosis. Comprising over 20 solicitors and litigation executives, with a support staff of over 120 individuals, the firm helps clients pursue compensation claims on a no win no fee basis.

THE BUSINESS PROBLEM

- Needed a solution to digitise incoming mail including court and medical documentation for claims
- Needed to efficiently store signed documents on secure internal filing system

THE SOLUTION

- Installed Nuance's eCopy ShareScan® on a workgroup scanner
- Installed Nuance's eCopy Barcode Recognition service to split documents containing barcodes
- Converted incoming mail documents into electronic TIFF files for instant transmission

"Receiving around 1,600 documents daily, we needed a solution to cut down on daily post administration time. Having discussed our situation with eCopy, the team suggested we automate our mailroom delivery tasks into one single process, allowing for easy distribution, storage, search and entry into workflow."

*Dominic Corr
Director of IT Services
Camps Solicitors*

BENEFITS OF THE eCOPY SOLUTION

Having implemented Nuance's eCopy ShareScan solution on three dedicated scanners, daily post is now digitised and distributed electronically. Mail is opened and date stamped and sorted into piles for each team of solicitors. Individual mail items are separated using split sheets to ensure that each item, regardless of how many pages it contains, is saved as a unique TIFF ensuring ease of use.

Nuance's eCopy barcode recognition services enable mail to be separated during bulk scanning and distributed to each team accordingly. This has significantly cut the time taken to physically sort, distribute, file and then search for documents when needed.

"Thanks to the eCopy Mailroom Solution, critical information is now delivered faster allowing us to resolve queries more efficiently. Automating scanning and classification of incoming mail has freed up time for partners to focus on more valuable tasks – ultimately leading to increased capacity for billable client work."

Unauthorised viewing, printing or editing of PDF documents can be prevented by applying document security and encryption. With user authentication at the scanners, eCopy ShareScan provides a complete audit trail so organisations can keep track of which solicitors sent which documents. Overall, Nuance's eCopy ShareScan solution enables the secure capture of legally privileged documents, their storage and disposal.