



# NUANCE

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## CASE STUDY

### LEGAL INDUSTRY

## SJ Berwin

### Leading-edge legal services for the pan-European market

#### CHALLENGE

- Amount of space used to archive hard copy paper documents was costly
- Costs for scanning and other document-related activities was significant
- Inefficient workflow prevented authorized users in remote locations from accessing electronic documents directly from their document management system

#### STRATEGY

- Increased install base of eCopy ShareScan® from 25 to 91 units
- Deployed the eCopy Connector for Interwoven WorkSite, the company's existing document management system
- Leveraged existing BillBack Cost Recovery System by implementing eCopy's Cost Recovery Service to ensure appropriate client billing

#### RESULTS

- Significantly reduced cost of storing paper documents
- Recouped costs by utilising eCopy Cost Recovery Service for client chargebacks
- Simple user interface was intuitive and quickly adopted by all 775 staff members
- Streamlined workflow enabled users to scan and send documents directly to the document management system or to their e-mail boxes before e-filing

- Improved response time to customers and ensured secure distribution of confidential information

#### ABOUT SJ BERWIN LLP

Established in 1982, SJ Berwin LLP is a pan-European law firm with offices in Berlin, Brussels, Frankfurt, London, Madrid, Milan, Munich, Paris, and Turin. With over 150 partners and 500 lawyers, the firm advises on a comprehensive range of legal services including Corporate, Finance, Commercial, Real Estate, Mediation and Arbitration, Reconstruction & Insolvency, Financial Services, Litigation, Intellectual Property, Employment & Pensions, EU & Competition, and Tax. Its clients are sophisticated buyers of legal services, ranging from entrepreneurial companies and financial institutions to multinational companies.

*"We believe that we have recaptured about 6% of office space that was previously used for paper filing, which equates to about 700,000 GBP in savings per year. And tracking scans using Billback and eCopy gives us the potential to recover approximately 1,000 GBP per month in document-related handling costs."*

— **Simon Kosminsky**

IT Director

SJ Berwin LLP

#### SJ BERWIN HAD BEEN USING ECOPY FOR THREE YEARS...

primarily for its Scan and Mail functionality. With a planned move to a prestigious new location in the heart of the City of London, the firm was seeking ways to reduce the amount of space allocated to the physical storage of documents, improve cost recovery for document-related activities, and provide a streamlined methodology for ensuring the transition of paper documents into the firm's new document management system, making the electronic client file the primary place to go for information whether authorised users were working from the office or from a remote location.

## SJ Berwin Case Study

*“Scanning paper documents is a critical part of our e-filing strategy, which represents a significant change to the working practices within the firm. The adoption rate for eCopy has exceeded our expectations, and within six months, we turned our working practices around.”*

— **Simon Kosminsky**  
IT Director  
SJ Berwin LLP

### **IN CONJUNCTION WITH THE MOVE TO ITS NEW LONDON OFFICES...**

SJ Berwin grew its eCopy ShareScan installed base from 25 to 91 units. In addition, SJ Berwin deployed the eCopy Connector for Interwoven WorkSite to provide a simple yet secure means for staff to input documents into the document management solution. Further, by implementing the eCopy Cost Recovery Service, the firm can monitor scanning activity, leveraging its Billback Cost Recovery System to recoup costs of scanning.

According to Simon Kosminsky, IT Director, “Our business challenge was to move to an e-file system to gain savings in the costs associated with the storage, copying, and general movement of paper. Based on our previous experience with eCopy, we expected this expanded implementation to deliver significant benefits in terms of improved search and retrieval times, audit control, and speed of recovery in case of disaster. All of this would enable us to deliver the level of exceptional service our clients expect from us.”

SJ Berwin has implemented eCopy on all of their multifunction devices and standalone scanners in its London offices and plans to extend the solution to other offices and devices in the future.

### **SJ BERWIN IS NOW SCANNING ALL DOCUMENTATION...**

eCopy’s distributed scanning model makes it easy for SJ Berwin’s 775 London staff members to convert paper documents to digital files and upload them to Interwoven WorkSite. Kosminsky says, “The simple user interface has been very well received. Users can scan documents to their e-mail boxes for consideration and action before e-filing, or simply scan documents directly into Interwoven. At the same time, eCopy’s integration with Billback means that we can track all of our document-related costs, including scanning activity, and make the appropriate decisions relative to chargebacks.”

With offices distributed throughout Europe, SJ Berwin is also benefiting from the ability of their staff to instantly access important documents, whether they are physically in the London office or working remotely. And with only critical documents now stored on paper, the firm has realised significant savings in terms of paper storage costs.

Kosminsky adds, “Of course, paper documents are still printed, but now they can be destroyed when they are no longer needed. There is much less need to photocopy documents, since they are available on demand, in electronic format to those that need to see them. Not only does this secure, electronic work process improve our client service levels, but it reduces our level of risk as we deal with highly confidential information.” Kosminsky reports that the rapid adoption of the eCopy solution by SJ Berwin’s large staff combined with the introduction of Interwoven WorkSite and the Billback Cost Recovery System, has allowed the firm to reap the benefits of its e-filing strategy much faster than anticipated in terms of cost reduction, increased efficiency, and improved levels of service to its clients.

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