



NUANCE

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CASE STUDY

LEGAL INDUSTRY

Chapman and Cutler

Simplifying scanning

CHALLENGE

- Current production scanning service decreased employee productivity
- End users could not quickly access scanned documents from the company's document management system
- Needed a way to reduce the significant time lag between the time documents were submitted to the scanning service and made accessible to employees
- Sought a way to reduce cost of overnight mail, courier, and fax services

STRATEGY

- Worked with current office equipment dealer to provide total scanning and cost recovery solution
- Installed eCopy ShareScan® on existing digital copiers across three offices
- Utilized eCopy Quick Connect™ to scan documents directly into their document management system
- Deployed nQueue cost recovery solution

RESULTS

- Significant increase in productivity due to more efficient workflow
- Scanned documents are easily accessed at employee's desktop and distributed quickly via e-mail to clients
- Leveraged existing digital copiers and document management system
- Recouped the cost of scanning documents by applying chargebacks to respective clients

ABOUT CHAPMAN AND CUTLER

Since its founding in 1913, Chapman and Cutler LLP has focused on finance, representing market participants in all aspects of banking, corporate finance and securities, and public finance transactions. In addition to traditional public financing, where the firm has lead other law firms in a number of issues for the last 25 years, the firm is widely recognized for its experience in specialized areas of finance, including leveraged leasing and other lease finance, asset securitization, and pooled investment products, such as defined portfolios and mutual funds. Chapman and Cutler has offices in Chicago, San Francisco, and Salt Lake City.

"Not only has eCopy made our operation more efficient, but it has paid for itself many times over in productivity improvements and the virtual elimination of faxing, couriers, and overnight mail."

— **Todd Nugent**
Chief Information Officer
Chapman and Cutler

THE FIRM WAS LOOKING FOR A MORE EFFICIENT WAY TO HANDLE ITS SCANNING NEEDS...

To adjust to the transition from analog to digital in the legal industry and to accommodate the increasing number of documents that needed to be scanned into digital format, Chapman and Cutler established a centralized production scanning service using a dedicated person and a high speed scanner. When documents required scanning, they were collected, transferred to a central location, and scanned with the appropriate metadata into the firm's home-grown document management system (DMS). The end-user was then notified that scanned documents were ready to be accessed.

As the volume of documents increased, the lag time between submission of documents to production scanning and their availability in DMS was becoming problematic for the firm's demanding environ-



ment. The firm was looking for a more efficient way to handle its scanning needs.

WHEN THE TIME CAME TO RENEW THEIR COPIER CONTRACT, THEY DEPLOYED eCOPY ON ALL THEIR DIGITAL COPIERS ACROSS ALL THREE OFFICES...

As it began to think about a more effective and productive solution, the firm turned to its trusted office equipment dealer, who was already providing dedicated on-site support and managing the firm's fleet of 24 digital copiers. After studying the firm's requirements, their dealer recommended that Chapman and Cutler install a trial version of eCopy ShareScan on one digital copier per floor. Once eCopy was installed, users began to immediately take advantage of the speed and ease of use it offered, finding it to be a much more efficient solution than the existing production scanning center. In fact, according to Todd Nugent, Chapman and Cutler's CIO, "We noticed that our employees were utilizing the one copier equipped with eCopy more than any other copier on each floor. When the time came to renew our copier contract with our dealer, we decided to deploy eCopy to all of our digital copiers across all three offices."

Nugent indicates that the firm's DMS is at the center of the firm's entire workflow system, and the vast majority of electronic or paper documents in the firm end up in the system. He says, "For security reasons and to ensure that we had maximum control over our important and often highly confidential documents, we did not want employees to be able to scan and fax or e-mail without a copy being placed in the DMS. Our attorneys work in teams, so we can't afford to have critical documents existing only in one e-mail outbox. Our eCopy implementation has one button-scan to DMS-making it extremely easy to use while at the same time ensuring a high level of security and confidentiality as well as an audit trail."

Users scanning documents at an eCopy-equipped copier enter their employee number, matter number, and other relevant metadata using pull-down menus. They preview the scanned image on the spot to ensure scans are accurate and readable, and documents are automatically entered into the DMS using eCopy Quick Connect. Nugent adds, "In conjunction with eCopy, we have also deployed nQueue, a software-only cost recovery solution, to ensure that we are able to apply all appropriate chargebacks to the respective client matter."

SCANNING ACTIVITIES ARE NOW DISTRIBUTED THROUGHOUT THE ORGANIZATION ...

As a result of the eCopy implementation, scanning activities are now distributed throughout the organization. This allows the users more control over the timing of incorporating critical documents into DMS, making for a more efficient workflow. Users will often scan hundreds of matter-related pages into the DMS with eCopy. Because they are immediately accessible from the desktop, they can be quickly distributed via e-mail, oftentimes to large distribution lists. eCopy also makes it easy to assign appropriate metadata, with its drop-down menus and hard keyboard. Many of these documents are too lengthy to scan in as a single file, and users benefit from eCopy's "Continue" button, allowing scanning of large jobs in segments that are easily merged within the DMS.

"Another benefit," says Nugent, "is that we have almost completely eliminated faxing and have significantly reduced courier and overnight services. With all of our documents in electronic form, it is much easier to share them among our offices, and we can e-mail or one-button Internet publish them to clients, counsel, or other involved parties, saving time and money in the process." According to Nugent, the eCopy solution has paid for itself many times over.

Chapman and Cutler has also been delighted with the eCopy and nQueue integration. Nugent says, "With the copier, fax machine and our previous cost recovery hardware, our copy areas were messy and consumed a lot of space. Now we have consolidated the hardware we need to have on the floor, the copy areas are neater, and we have achieved significant savings with the new configuration."

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