



Taylor Wessing LLP

Leading UK Law Firm Uses AccuRoute® to Reduce Use of Paper Documents and Save Over \$1 Million

The Firm

With more than 500 fee-earners in 12 practice groups and an international reputation in intellectual property law, Taylor Wessing LLP is a full-service law firm. They are widely acknowledged for their strength in corporate transactions and restructuring, finance, tax, property and construction, commercial contracts, employment and employee benefits, and dispute resolution.

The Challenge

In a firm of such size and breadth, cost-control and productivity were a critical concern. Recognizing that the pervasiveness of paper documents throughout the UK was a large hidden cost to the firm, Tim Hyman, IT Director with Taylor Wessing, embarked on an ambitious program to transform how documents flowed through the firm.

"We wanted to create an environment that was less paper-intensive, easier to work in, and that reduced our need for office space to store paper files," Mr. Hyman said. "To that end, we implemented a broad portfolio of technology from Interwoven® to enable our professionals to store, access, and share a complete range of documents. But, from my perspective, that was just the first step. We wanted to ensure that we had everything in electronic form, including our paper-based documents." For a firm with over 20,000 linear feet of filing capacity (that was 84 percent full) in one of London's priciest business districts, on-site paper records were a significant budget-killing expense. With a plan to relocate its London office to new premises, the thought of moving millions of documents was particularly unappealing.

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Taylor Wessing LLP

A New Way to Handle Paper Efficiently

Tim Hyman and his staff set out to find a solution to integrate paper with its Interwoven document and records management systems. "We wanted to create a single, complete, up-to-date workspace that contains all matter information," said Mr. Hyman. "That includes e-mail, electronic documents, voicemails, and scanned hard copy documents. That workspace then becomes the primary day-to-day interface for all professionals working on that matter - and access to it had to be strictly controlled, of course."

The IT team secured board approval for the project after consulting with the different practice groups. They collectively devised a few "musts" and "must nots" for the project, including:

- Easy to file documents
- Easy to search, locate, and retrieve documents
- Remotely accessible
- Quick and immediate access to paper records
- Not take longer than paper filing
- Not significantly add to secretarial workload

After a thorough review of commercial solutions for document capture and ensuring the solution offering had tight integration with Interwoven, Taylor Wessing selected Omtool's AccuRoute solution to capture, process, and distribute all its paper and electronic documents through the use of standard multifunction peripherals (MFPs).

"The lawyers or secretaries simply create an Intelligent Routing Sheet (which is reusable), scan their documents, and route them back to their own computer, a network folder, or directly into Interwoven," Tim Hyman explained. "We also created a drag-and-drop method for filing documents in Interwoven so they only need to drag a document into a matter-specific folder on their computer desktop. If they have a large volume, we have office personnel bulk-scan multiple jobs for them, too."

"We've even set up our system to let people send e-mails that are automatically filed appropriately in Interwoven — because, after all, Microsoft Outlook® is not a records management system." Remote access, including secure access from PDAs like BlackBerry® smartphones, means lawyers around the world can instantly share critical documents easily and securely.

A 50 Percent Reduction in Storage, Over \$1 Million in Savings, and ISO 14001 Compliance

According to Tim Hyman, AccuRoute has delivered tremendous cost savings to the firm, particularly in connection with its corporate office relocation. "We were able to achieve a first-year ROI attributable solely to our reduced need for on-site storage of paper records," he said. "As we prepared to move offices, we scanned documents and sent the paper files off-site. We didn't need the same amount of physical storage on-site — and that alone saved us over \$1 million. And with the cost of office space we save more money each month in real estate costs. We cut our physical filing from approximately 45 linear feet per fee-earner to just 22 which provided even greater savings."

AccuRoute has also been instrumental in the firm achieving ISO 14001 compliance for environmental management. By using AccuRoute for a key portion of its records management and retention strategy, Taylor Wessing has minimized its environmental impact while producing a solution that conforms to business continuity requirements of document safekeeping.

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**Tim Hyman, IT Director,
Taylor Wessing LLP**

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