

AccuRoute® A User's Perspective

Burnham Brown

AccuRoute® Captures and Routes Documents for Firm's Distributed Imaging System

The Challenge

- Compromised security due to manual document routing
- Heavy resource usage of MS Exchange Server
- Slow, manual procedures for repetitive functions

The Solution

AccuRoute provided:

- Comprehensive integration with firm's DMS, MFDs, and cost recovery system
- Easy and quick solution to perform repetitive actions
- Increased user productivity and adoption rates while lowering training costs



The Firm

Located in Oakland, Calif., Burnham Brown is one of Northern California's pre-eminent business counseling and litigation firms, offering clients leading-edge expertise, strategic guidance, services, and expertise that align with clients' personal, commercial, and corporate goals. Burnham Brown combines the expertise and personal attention of a small practice with the resources of a large, full-service law firm to meet client needs across the nation. Practice areas include business, construction, employment, environmental, government/public sector, health care, insurance, litigation, product liability, professional liability, transportation, and estate law.

The Challenge

Like many law firms, Burnham Brown generates and receives enormous volumes of paper that it must efficiently process and manage. Scanning plays a key role in those workflows. Although, the firm's scanning processes were basic, involving e-mail inboxes and shared directories, users would scan and mail the image to themselves or simply store it on a shared network drive. Returning to their desks, users would manually route each document, which meant compromised security and heavy consumption of computing resources for Microsoft Exchange servers.

"We often needed to share, copy, and route paper documents in a repetitive way," said Eloisa Manglicmot, IT director with Burnham Brown. "And, as a medium-sized firm, we didn't have a big budget to roll out complicated solutions that require lots of hardware, software, and training."



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Eloisa Manglicmot, IT Director,
Burnham Brown

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The AccuRoute Solution

Burnham Brown deployed Omtool's AccuRoute solution, integrated with their nQueue cost recovery system, and direct (i.e. right click) connectors into the firm's Open Text (formerly Hummingbird) document management system. By integrating AccuRoute with nQueue, Burnham Brown enjoys the full power of AccuRoute along with the added convenience of quickly scanning directly from a multi-function device (MFD). Users can walk up to the MFD, choose one of three or four simple choices and can get the full power of AccuRoute without taking the time to fill out and print a workflow.

"This is the best of both worlds," said Manglicmot. "Our attorneys and secretaries have multiple methods to quickly scan a document and get it where it needs to go. Anyone can use AccuRoute embedded directives to bypass e-mail and store scanned documents directly in our DMS. Or we can route them to our attorneys, staff, clients, and other parties. By integrating with the nQueue Quickscan terminal directly at the MFD, our users can create embedded directives 'on the fly' and be productive very quickly."

The Results

AccuRoute and nQueue's Quickscan have provided a number of quantifiable benefits. The firm has achieved cost savings by lowering training costs without sacrificing adoption rates. Virtually everyone in the firm can use the scanning system with little training, since anyone can look up pre-defined, embedded directives right at the MFD. Attorneys can use the system to make their own scans, eliminating the need to hand off work to assistants.

Productivity has improved because users don't have to create and print a workflow every time. They can use nQueue's Quickscan terminal directly at the MFD while AccuRoute transparently handles the conversion and routing. What's more, electronic documents are routed properly and immediately - there's no need for the user to return to the desk and retrieve an e-mail or a document from the server and then manually route it. This reduces the firm's risk profile, too, since there are fewer unmanaged documents outside of the document management system.

"We're increasing our productivity, lowering our costs, reducing our risks, and making it easier for our people to accurately distribute the right documents in the correct formats to their final destinations," said Manglicmot.


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