

AccuRoute[®] A User's Perspective

Lawrence Graham LLP

Integration with Interwoven WorkSite[®] and Billback Create Complete System to Capture, Convert, and Store Documents with Cost Recovery

The Challenge

- Productivity and cost obstacles created by volumes of paper documents
- Lack of OCR capabilities using current scanning process
- No way to capture and transfer costs to clients for scanning documents



The Solution

AccuRoute provided:

- Seamless integration with firm's DMS and cost recovery systems
- OCR file conversion to create text-searchable documents
- Revenue-generating method to account for document scan activities

The Firm

Based in London, Lawrence Graham LLP is a business law firm comprised of more than 270 lawyers who advise entrepreneurial and growth market clients around the world. The key sectors in which its clients operate include financial services, real estate, insurance and reinsurance, hospitality and leisure, banking, and wealth planning.

The Challenge

When it comes to working with paper documents, law firms like Lawrence Graham LLP face increasingly unsupportable volumes, creating cost and productivity obstacles that are a drag on the firm's financial performance. Previously, scanning was largely a centralized function at Lawrence Graham. A document could also be scanned at the desktop, but that image could not be OCR'd (optical character recognition) therefore not text-searchable. In addition, the costs of that scan was neither captured nor billed to clients.

According to Jason Petrucci, Director of Information Technology from Lawrence Graham, the firm realized that it needed a streamlined workflow. "We knew that there were opportunities for us to reduce our costs and improve our ability to handle documents. We wanted an effective scanning solution that included OCR capabilities, activity capture, cost recovery, and integration with our Interwoven WorkSite DMS."



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About the Firm

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Jason Petrucci, Director of Information Technology,
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The AccuRoute Solution

It all came together as Lawrence Graham deployed Omtool's AccuRoute® solution, integrated with WorkSite, Billback cost recovery terminals, and its fleet of digital MFPs. At the MFP, employees can use AccuRoute to capture documents and relay them to the solution's OCR engine for conversion to create text-searchable PDF documents. Those electronic documents are sent directly to the WorkSite DMS. Simultaneously, Billback captures the scan activity and recovers associated costs, sending that data to the firm's accounting system, where it serves as supporting data for expense management decisions and cost-recovery efforts. AccuRoute and Billback are integrated so users can choose their pre-defined routing rules, conversions, and DMS options on the Billback terminal's touch-screen for added simplicity.

"With a single scan, we accomplish multiple objectives," said Jason Petrucci. "Since AccuRoute and Billback work together, we're ensuring that our firm gets reimbursed for these activities. A prompt on the Billback terminal lets users access AccuRoute seamlessly. AccuRoute converts our documents and then sends them to our DMS. It's fast and efficient."

The Results

Through the ability to address multiple needs in a single and seamless workflow solution, the firm has improved its productivity while lowering its costs. Lawrence Graham's users can scan a document once to initiate multiple processes. "AccuRoute, Billback, and Interwoven WorkSite work together for us," Jason said. "AccuRoute gives us far greater flexibility to identify, retain, search, and manage our documents - and we can make smarter decisions about cost recovery as well. Currently, we're recovering additional costs by assigning about 50 percent of our scanning activities to billable matters each month. We're very happy that this system is so well integrated and provides us with these important benefits."


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