

AccuRoute® A User's Perspective

Nixon Peabody LLP

Global 100 Law Firm Relies on AccuRoute® and Open Text eDOCS™ DM to Streamline Docketing

The Challenge

- Standalone scanning didn't scale to enterprise needs
- Scanned images not centrally stored, not backed up regularly
- Cumbersome processes for Docket Managers to enter documents in the DMS



The Solution

AccuRoute provided:

- Complete integration with Open Text eDOCS DM
- Fast implementation with little training required
- Docketing: 30% productivity improvement
- Document accessibility from centralized, backed-up repository

The Firm

Nixon Peabody LLP is a full-service, "Global 100" law firm - one of the largest in the world - and was named one of Fortune's "100 Best Companies to Work For." With 700 attorneys collaborating across 22 major practice areas in 19 office locations, the firm boasts the size, diversity, and advanced resources needed to offer comprehensive legal services to individuals and organizations of all sizes. The firm's clients include emerging and middle-market businesses, national and multinational corporations, financial institutions, public entities, educational and not-for-profit institutions, and individuals.

The Challenge

With hundreds of attorneys generating and processing documents, Nixon Peabody recognized the value of scanning paper into widely accessible electronic documents. However, the firm's previous scanning initiatives centered on standalone scanning devices and storage on individual user's local PC hard drives.

According to John Roman, director of IT litigation technology services, those efforts fell short of what the firm needed. "While it was great to scan the documents, the files themselves remained on individual PCs," he said. "They remained inaccessible to other firm employees who needed to see or work with them - unless they e-mailed them to colleagues, which created version and control issues. That process also created risk-management issues since local PC hard drives aren't routinely backed up. And we were not using optical character recognition (OCR), so our docket managers had to manually enter scanned-document data into our Open Text eDOCS DM (Hummingbird) document management system."



An Omtool 2008 Drive for Innovation Award Winner



The AccuRoute Solution

Aiming to bring enterprise-level capabilities to its document scanning, Nixon Peabody deployed Omtool's AccuRoute solution, integrated with its Open Text eDOCS DM system. In the first wave of deployment, the firm rolled out the AccuRoute Desktop Client to approximately 40 users across four offices in New York and Illinois. These users, including the Docket Manager, support 100 attorneys and staff. Currently, Nixon

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About the Firm

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“ With AccuRoute 2.2 Desktop, routing sheets, and eDOCS DM integration, anyone can profile a document and add it to DM - with very little manual effort. As a result, scanned documents are now accessible to any person in our 1,500-employee firm. ”

John Roman, Director of IT
Litigation Technology Services,
Nixon Peabody LLP

Corporate Headquarters
Omtool, Ltd.
6 Riverside Drive
Andover, MA 01810
Tel: 978.327.5700
Fax: 978.659.1300
Sales: 800.886.7845

Omtool Europe, Ltd.
25 Southampton Buildings
London WC2A 1AL UK
Tel: +44 (0) 203 043 8580
Fax: +44 (0) 203 043 8581
E-mail: salesuk@omtool.com

Peabody is deploying AccuRoute to its other eight offices, with five Docket Managers and 200 users who support an additional 250 attorneys and staff.

"The rollout to 35 users took less than an hour. Now, we can scan hard copy correspondence from courts, other law firms, clients, and so forth using Xerox Document Centres directly into our eDOCS DM system," said Roman. "With AccuRoute 2.2 Desktop, routing sheets, and eDOCS DM integration, anyone can profile a document and add it to DM - with very little manual effort. As a result, scanned documents are now accessible to any person in our 1,500-employee firm."

The DM profile contains the client name, client/matter number, docket manager name, attorney name, and a brief description of when and how the document was received. Once the document is scanned, the Docket Manager receives an e-mail notification that a document is now accessible in eDOCS DM, and then proceeds to copy/paste the relevant information into the Docket system.

Since the AccuRoute Server runs in a VMWare virtual server environment in Nixon Peabody's Rochester, NY data center, management of a single server is easier than managing multiple "scan servers."

The Results

"Our use of AccuRoute has increased user productivity by approximately 30 percent, because our docketing managers can copy and paste information from the scanned document into the docket system," Roman said. "In addition, attorneys and staff can search the eDOCS DM database for relevant documents rather than calling on the Docket Manager or searching for the hard copy in a file cabinet.

"What's more, since all documents are scanned into eDOCS DM using the AccuRoute-Open Text (Hummingbird) integration connector, all docketed documents are now in a secure, central repository that's backed up daily, eliminating the risk of losing critical information previously stored on individual PC hard drives.

"AccuRoute only required about 30 minutes of training for people who are non-technologists. In an average month, we scan about 600 documents using AccuRoute. Performance is outstanding; by the time the person scanning the document returns to his or her desk, it has already been added to the eDOCS DM repository.

"Our users are very happy with this solution since documents that were traditionally either scanned and located on individual PC hard drives or filed, can now be accessed by any authorized firm employee - instantly and anywhere.

"We're also reducing our paper consumption. Rather than making multiple paper copies of document, we can now either review the electronic version from a PC or print just the page we need to review. This saves us money and helps us meet our 'Green Initiative.'"


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