

# AccuRoute® A User's Perspective

## Spilman, Thomas and Battle LLP

### Legal Option Pack Helps Law Firm Integrate Documents with Interwoven WorkSite DMS

#### The Challenge

- Correspondence capture and sharing among remote professionals
- High costs for copying and courier shipments
- Obstacles to attorney collaboration from delayed or missing documents



#### The Solution

AccuRoute provided:

- Complete integration with DMS
- Easy adoption
- Immediate access to scanned correspondence and other hardcopy documents
- Easier sharing of documents from central, backed-up repository

#### The Firm

Formed in 1864, Spilman Thomas & Battle, PLLC has served the legal needs of clients in a wide range of practice areas, including corporate/business law, tax law, environmental law, government relations, intellectual property, labor and employment, real estate, and more. Today the firm has 110 attorneys in offices in Pennsylvania, West Virginia, Virginia, and North Carolina who provide comprehensive legal services to help clients achieve business goals. As one of the region's largest law firms, the firm serves a diverse client base that includes Fortune 500 companies with thousands of employees and small, family-owned businesses.

#### The Challenge

With multiple offices stretched hundreds of miles across four states, Spilman Thomas & Battle faced document management and sharing issues that created client-service challenges. Attorneys in multiple locations, working on the same matters needed access to pertinent information in a timely manner.

According to Ted Toler, Director of IT for Spilman Thomas & Battle, it was increasingly difficult for attorneys at multiple locations to share their documents. "Generally, we had to copy documents and overnight them to other offices," he said. "Of course the cost and time requirements quickly grew to unacceptable levels. Sometimes, we would scan an individual document into a PDF and e-mail it to all of the attorneys involved, but that consumed a lot of e-mail resources - bandwidth and storage - and didn't provide any central management. With incoming mail, discovery documents, and other matter-related information, we had growing volumes - and a problem that we needed to solve."



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### About the Firm

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“AccuRoute has simplified our ability to capture incoming and outgoing hardcopy correspondence. Now, everyone can access that mailed information almost as soon as it hits our doors. Our multiple offices now behave like a single virtual office.”

Ted Toler, Director of IT,  
Spilman Thomas & Battle

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### The AccuRoute Solution

Aiming to upgrade its ability to share documents among its dispersed professional staff, Spilman Thomas & Battle deployed Omtool's AccuRoute solution along with its Legal Option Pack to provide integration to the firm's Interwoven WorkSite document management system (DMS).

Now, administrative staff intercepts client-related mail just prior to its delivery to the attorney. Administrators use AccuRoute and the Legal Option Pack for Interwoven WorkSite to create routing rules that also profile the documents directly in their DMS. They take the entire batch of mail to the nearest MFP and, using pre-programmed one-touch buttons on the MFP, scan all incoming mail at once.

"The scanning process rarely takes more than about a minute," said Toler. "The documents are then immediately accessible in electronic form in our DMS. Some of our secretarial staff have slightly adjusted their hours to add the profiling and scanning function to the start of their workday and still deliver hardcopy mail to attorneys in the same time frame as before."

### The Results

"Omtool AccuRoute has simplified our ability to capture incoming and outgoing hardcopy correspondence," said Toler. "The ability to intercept inbound hardcopy mail and scan it into Interwoven WorkSite barely changes our previous mail-delivery model. Now, everyone can access that mailed information almost as soon as it hits our doors. Our multiple offices now behave like a single virtual office."

"In addition to the faster pace of business and improved customer service, we're also seeing significant cost savings. There's far less need to overnight copies of documents between offices and our use of paper has declined as well."

"Adopting Omtool's AccuRoute solution has been easier and faster than I originally anticipated and it has become an integral part of our daily workflow. This is helping us establish an overall infrastructure that supports our 'One Spilman' philosophy: Even though distributed geographically, we can provide the right services and the right expertise from the right people to any client in any location."

  
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