

# AccuRoute® A User's Perspective

## Taylor Wessing LLP

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

#### The Challenge/Need

- Reduce storage needs and high cost of real estate
- Streamline matter accessibility throughout firm
- Create comprehensive “e-file”

#### The Solution

AccuRoute provided:

- Nearly 50% reduction in physical filing space
- Immediate ROI
- Seamless integration through direct Interwoven connectivity
- Greater attorney accessibility of all case files/documents



#### The Firm

With more than 500 fee-earners in 12 practice groups and an international reputation in all areas of intellectual property law, Taylor Wessing LLP is a full-service law firm with widely acknowledged strengths in corporate transactions and restructuring, finance, tax, property and construction, commercial contracts, employment and employee benefits, and dispute resolution. This UK top-20 firm, based in Central London, has a strong presence in the three largest European economies as well as emerging markets in Asia and the Middle East and serves clients across technology, media, life sciences, climate change, real estate, and financial services.

#### The Challenge

In a firm of such size and breadth, cost-control and productivity become critical concerns. 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.

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### Matter Accessibility

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Tim Hyman,  
IT Director,  
Taylor Wessing LLP

"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 pricey business districts, on-site paper records were a significant budget-killing expense. With a planned relocation of its London office to new premises in the works, the prospect of moving millions of documents was particularly unappealing.

### 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. In their quest to create a comprehensive "e-file" environment, they formulated a strategy to address both the "people aspects" of the implementation as well as the underlying technology requirements. Their vision encompassed behavioral changes, working procedures, technology adoption, and more.

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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:

- Must be easy to file documents
- Must be easy to search, locate, and retrieve documents
- Must be easy to access remotely
- Must provide easy access to paper records
- Must not take longer than paper filing
- Must not significantly add to secretarial workload



Completing a thorough review of commercial solutions for document capture - and ensuring that the alternatives offered tight integration with Interwoven, Taylor Wessing selected Omtool's AccuRoute® solution to capture, process, and distribute its paper and electronic documents using standard multi-function peripherals (MFPs). To capture and route hardcopy documents, the user uses his desktop PC to define the scanning conversions and destinations. AccuRoute translates those instructions into a bar-coded routing rule that is printed onto an Intelligent Routing Sheet that is placed on top of the document stack before it is scanned through an MFP (much like a cover sheet). The AccuRoute Server "reads" those instructions to identify the delivery specifications, process the document, and deliver the content in the required formats based on user choices and delivery preferences.

Those routing instructions can contain several steps for distributing documents simultaneously, such as e-mailing, faxing, and archiving a document into most electronic information systems while also translating the scanned information into the required format(s) such as a text-searchable PDF and a Microsoft® Word file.

"The lawyers or secretaries simply create an Intelligent Routing Sheet - which is reusable - and 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 vital documents easily and securely.

### **A 50 Percent Reduction in Storage Space Requirements, Over \$1 Million in Savings, ISO 14001 Compliance**

According to Mr. 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

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### Immediate ROI

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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's achieving ISO 14001 compliance for environmental management. By using AccuRoute as a key portion of its records management and retention strategy, Taylor Wessing has minimised its environmental impact while producing a solution that conforms to business continuity requirements of document safe keeping.

### About Omtool, Ltd.

Omtool, Ltd. is a leading provider of document capture and handling solutions that simplify the integration of paper and electronic documents in enterprise information management systems. Its flagship product family, AccuRoute, streamlines the capture, conversion, communication, and archiving of paper and electronic documents, enabling fast, secure, and simultaneous distribution to multiple destinations in multiple formats. Available at any network-enabled scan device or from a user's desktop computer, AccuRoute provides faster, more efficient workflows, while reducing costs, complexity, and risk. Omtool solutions are used worldwide by businesses in document-intensive industries that demand secure handling, integration, and tracking of documents in full compliance with a range of regulatory requirements.

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