

Accounting Firm Digitally Transforms to Increase Revenue, Reduce Costs and Improve CX

Firm uses Xerox® DocuShare® Content Management solution to meet clients' security and accessibility demands.

“With DocuShare, we can access any file for any client from anywhere in the world...in seconds.”

– Company owner and CEO



ABOUT THE CLIENT

This major U.S. public accountant firm in New York City serves a veritable who's who of the country's financial elite. These high net-worth, high-profile individuals, investment partnerships, and hedge funds have extremely high expectations, including the need for fast and efficient access to financial information from anywhere.

CASE STUDY SNAPSHOT



The Challenge

- A high volume of sensitive financial and tax documents to store and manage
- A requirement to access and retrieve client data quickly and efficiently
- Paper file storage that prevented mobile access or access during unexpected business closure



The Solution

- Scanning and digitizing volumes of paper documents through multi-function printers (MFPs) and high-speed scanners
- Xerox® DocuShare® Content Management Platform is affordable and scalable
- The DocuShare Web Interface lets users quickly and easily drag and drop files



The Results

- Superior customer support, providing answers to any client “in seconds”
- Ability to provide virtual support via employee access to client files from anywhere, anytime
- Forward-looking image and efficient document management that support rapid company growth

THE CHALLENGE

Taming the paper monster

In the face of a growing workflow as well as changing demands of its high net-worth clients, this 30-year-old accounting firm needed to find a better way to process and access client documents. It also needed to replace paper file storage that prevented access during unexpected business closures.

This major U.S. accounting firm operates regionally, with several regular DocuShare users, but its workflow is colossal. Imagine a huge volume of original, highly sensitive documents flowing into the company's files every month. The problem was not storage; thankfully, the company's office building provided ample space. Rather, the challenge was organizing and retrieving paper documents in a timely manner without a small army of file clerks. The company's files were becoming unmanageable; the risk of lost documents, unavoidable.

The bottom line? The company could not grow profitably or perhaps even survive if it could not find a way to access and retrieve client data efficiently. It needed to find a paperless document and content management system.

THE SOLUTION

Flexible, affordable, easy to use

Years ago, when the company embarked on a quest to tame the paper monster threatening its business, it was ahead of its time. Remote data center computing was in its infancy, and the "cloud" trend was nascent.

The company first bought a high-speed, multi-function printer (MFP) to scan its huge volume of documents into PDFs on its new server. The MFP converted paper documents to digital, but did very little in the way of managing them or making them easy to locate in just seconds. Clients still had to wait for answers to their questions.

When executives began researching enterprise content management (ECM) solutions, they found many systems that were either too large and expensive for a mid-sized accounting firm or too small to scale with its inevitable growth.

In its quest to go paperless, the company chose Xerox® DocuShare®, an innovative [enterprise content management platform](#). DocuShare enables organizations of all sizes, from small and mid-sized businesses to global enterprises, to dynamically capture, manage, and share information. The solution provides [digital storage](#) and integrates with existing business systems with easy access to client documents from anywhere in seconds.

Not only is the platform ideal in a home-based work environment, but it also meets the needs of today's increasingly hybrid workforce. The secure access of DocuShare allows users to get at their information [securely and safely](#) no matter where they are.

Highly intuitive and secure, DocuShare leads the market in speed of deployment and ease of administration and use. Its unique "open" or cross-platform document management solution significantly reduces IT requirements, resulting in lower total cost of ownership (TCO) and providing a rapid return on investment (ROI).

Despite its massive capabilities, the company was able to install DocuShare in one day with no technical support or customization required. Better yet, employees were able to use the "drag and drop" interface right away. The company now uses two Xerox® color laser multi-function printers plus two high-speed, multi-function devices capable of scanning approximately 150 pages per minute directly into DocuShare.



"My business has grown dramatically in the last seven years. It could not have grown that much, profitably, without DocuShare. We're ahead of the curve, and DocuShare really was the catalyst that allowed us to get there."

– Company owner and CEO

THE RESULTS

Access from anywhere, answers in seconds

The company's move to DocuShare proved invaluable when facing an unprecedented challenge that lay ahead. When New York City businesses had to shift to remote work during the pandemic shutdown, the firm was able to maintain services for its clients through the transition — something it hadn't been able to do back in 2001 when the attack on the World Trade Center meant the company's office, just blocks away, was inaccessible for three months.

The platform's speed has also boosted the company's ability to service its clients, providing a "wow" factor that keeps clients and peers happy and satisfied.

"Our clients just want answers, and with our DocuShare solution, we can often provide answers before they're even finished asking the question. This impresses our clients to no end, gives our business a cutting-edge image, and positions us powerfully versus the competition," says the CEO.

Staff members can now provide answers to virtually any client in seconds. Best of all, DocuShare enables company employees to securely access important documentation anytime, from anywhere.

While the company still maintains its paper files for a time after scanning, it has completely eliminated the need to visit the large file room or route paper.

Unexpected Benefits:

1. The company created an ultrasophisticated and technically savvy approach to serving clients
2. Prompt, state-of-the-art service attracts higher-end clients
3. A forward-looking company image is a tremendous boost for recruiting top talent
4. Efficient document management enables rapid growth and healthier profits
5. Web-based document storage allows for remote offices and continuous access, even in disaster
6. Paperless success promotes a "greener" mindset

Learn more at xerox.com/ecm.