

Law Firm’s File Management Strategy Improves Costs, Revenues and Client Service

The Verdict: Xerox® DocuShare® Content Management solution improves document access for easier research and collaboration.

“Every case we handle is extremely document-intensive. Briefs, motions, supporting records – every case is document-heavy.”

– Office Manager and IT Specialist



ABOUT THE CLIENT

A small law firm in Western New York specializes in business law and taxes, both extremely document-intensive areas. Known as a premium service provider in a tough business environment, the firm continuously strives to improve efficiency and productivity, particularly in managing the many documents its cases require and maximizing collaboration with clients.

CASE STUDY SNAPSHOT



The Challenge

- Managing paper documents was time-consuming and inefficient
- Paper-heavy processes stood in the way of productive collaboration
- Needed to ensure immediate access to client data



The Solution

- [Xerox® DocuShare® Content Management Platform](#)
- DocuShare client software



The Results

- Fewer administrative resources needed
- Able to quickly find research files and case documents with ease
- Real-time collaboration with intuitive document viewing tools
- Save time, cut costs, and improve efficiencies

THE CHALLENGE

Getting documents under control

As a specialist in business law and taxes, this small law firm relies on easily sharing and collaborating using the many client documents it must maintain. Each case generates an array of briefs, motions, correspondence, and supporting documents.

While the firm converted its physical document files to digital content some time ago, its small staff still struggled with the time-consuming task of maintaining and accessing those digital files. These inefficiencies hampered its ability to collaborate with clients and offer its customary levels of premium service.

The firm needed a system to manage the many client documents that must be stored, filed, organized, and accessed regularly. It wanted a solution that was simple to use yet robust enough to store thousands of pages of content, compatible with its traditional file system, and capable of sharing content with multiple users easily.

The staff was also looking for a sophisticated solution to alert specific people when new content was added and give instant access to multiple users who needed to work with the same content in real time. A key need was a way to provide a comprehensive profile of each document without having to open it.

The firm began searching for a document management system that would help control its files while boosting staff productivity. As a small firm, it needed a solution that could be tailored to its needs at an affordable price.

“Every other solution we looked at was either too simplistic, or way too complicated and costly for a firm our size,” the firm’s IT specialist says.

That’s why the firm chose the [Xerox® DocuShare® Content Management Platform](#) — a web-based content sharing software.

THE SOLUTION

Easy, affordable file management

[Xerox® DocuShare®](#) has the power and sophistication the firm requires, but is also extremely easy to learn and use, as it stores and manages electronic files using a common, folder-based organizational system. Implementing the solution is equally user-friendly.

When the firm’s IT manager downloaded the trial version, DocuShare was helping manage the firm’s content within an hour. “It’s one of the easiest programs I’ve ever worked with,” he says. “You may not know every detail, but you’ll be up to speed in minutes.”

DocuShare is a powerful solution for legal research, supporting a higher level of collaboration, accessibility, and transparency, with quick access and retrieval of research files and case documents anytime and anywhere.



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THE RESULTS

Better client service at lower cost

The firm saw immediate benefits from implementing DocuShare, which was up and running and improving organization and access to the firm’s content in a matter of hours. Solution gains include:

- Significantly faster customer response times, improving customer satisfaction
- The ability to easily find research files and case documents with powerful tagging and search tools, improving experience and efficiency
- Attorneys can access all materials digitally and add new information case by case — to build new arguments based on past research
- DocuShare provides transparency for documents to be accessed and worked on anytime, anywhere, and allows real-time collaboration
- Greater efficiency (and more billable hours)
- The need for fewer administrative resources
- Reduced paper and printing costs

With [Xerox® DocuShare®](#), the firm’s attorneys have 24/7 access to the documents they need. Legal research is simpler. And collaboration is quick and effortless, so they can help clients faster.

Learn more at [xerox.com/ecm](https://www.xerox.com/ecm)