

Case Study
Legal industry

Legal organisation in the Netherlands

Make crime files digitally available for all users in court



ScanFlowStore[®]
with InterActive client

xerox



Platinum
Alliance
Partner



Profile

Organizations in the legal industry are constantly trying to improve customer service, bring down their costs, improve productivity and protect case information. An important factor in pursuing these goals is the transformation of paper based document workflows into digital workflows.

The challenge

- Digitizing the archive to make it accessible and searchable for all authorised employees and cut back the use of paper documents.

The solution

- Implementation of a Xerox MFP with ScanFlowStore for an advanced scan functionality and Equitrac software for authentication and secure follow-me printing

The result

- Digitization of the archive, make workflows easier, no more lost documents, optimizing services and saving money.

Benefits at a glance

- Simplify the scanning experience for a user
- Use of predetermined lists of filenames for the user to choose from when answering meta data in order to eliminate user error and operate time efficient.
- Centrally located repository that can be accessed from across the network, including all three office locations, and easily backed up.
- Easy retrieval of documents thanks to the search ability within a Searchable PDF/A
- Use existing software tools for a user, makes adoption much easier and quicker than any other new products
- Designed from an end-user standpoint and not from engineering

The challenge

This legal organisation deals with a huge amount of paper documents. Several projects around centralized scanning were initiated in the past. However, the requirement from a number of departments was to use a decentralized scanning environment in order to digitize daily mail and client files. The amount of paper to scan is very high and the challenge was to find a solution that could cope with it. The solution also had to ensure that these documents could be reproduced in exactly same way in years to come.

The solution

Xerox Corporation was able to offer the perfect scansolution with the combination of the Xerox Work-Centres and ScanFlowStore from Nuance Communications. In addition, Equitrac is used for authentication and follow-me printing. Users now have the ability to scan critical documents and client related files and send them to dedicated network folders. Users are presented with two questions before each scan is made. The file number is first requested and then a predefined file name has to be chosen from a list of 20 options. After pressing the green button on the Xerox MFP, ScanFlowStore will convert the scanned file into a searchable PDF/A file and create a folder with the file number as the folder name on the network. The selected file name on the MFP becomes the file name of the PDF/A file. PDF/A is a key element to this reproducibility hence the requirement for PDF documents is to be 100 % self-contained.

This is related to the process of storing the scanned files. Another important aspect is the way key information is shared with the judges. When ScanFlowStore creates a new folder on the network a pre-defined Word document is automatically stored in that folder. When a legal assistant reads all the scanned crime files and every important segment of that specific case is selected, a link to that part in the PDF file will be pasted in the word template in the root of the folder regarding that case. With this process, everyone is able to quickly read the important information about each case, without having to open every single document.



Nuance Communications, Inc.

Worldwide Headquarters

1 Wayside Road
Burlington, MA 01803
United States

www.scanflowstore.com
info@scanflowstore.com

Nuance Communications International

Guldensporenpark 32
9820 Merelbeke
Belgium

www.scanflowstore.com
info@scanflowstore.com