# Morgan Cole

Streamlining technology and scanning processes to create a more efficient document handling and routing solution
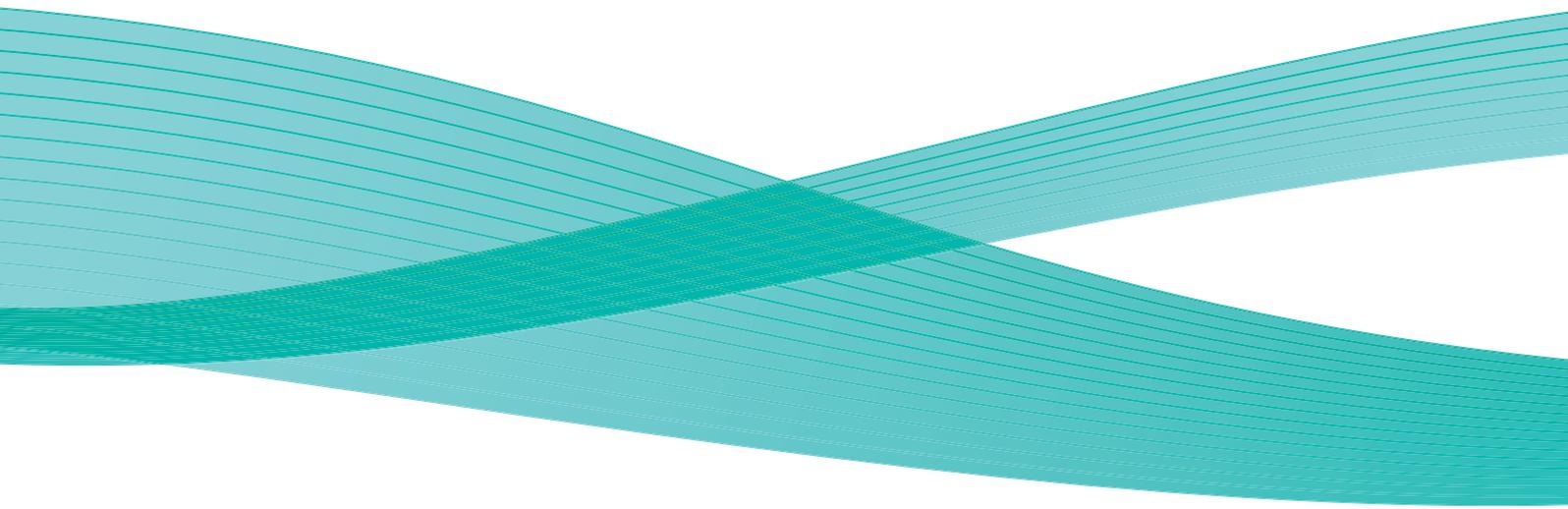
Morgan Cole
Reduced paper usage, less waste produced, less energy used = reduced carbon footprint.

Morgan Cole is a UK law firm committed to providing the highest quality legal services and commercially-focused advice to clients all over the UK from their offices in South Wales and southern England.

Today, the firm has over 500 employees, including 51 partners and more than 200 other lawyers, based in its offices in Cardiff, Oxford, Reading, Swansea and Bristol. It ranks among the country's top 100 law firms and has earned top-tier rankings for its specialist areas of expertise. Serving clients across the UK, Morgan Cole's major clients include the Welsh Assembly, the Department of Health, AXA, Thames Valley Police Authority and Severn Power..

The Challenge

Morgan Cole was upgrading half of their existing Xerox fleet. To complement this technology refresh, they were looking for an updated scanning solution that was compatible with the new devices and which made scanning more manageable and more controllable.

Morgan Cole's workload is spread across all their UK offices, so they needed a stable scanning solution that allowed information to be routed to a centralised storage location making it accessible from all their offices. The solution also needed to be able to scan to editable files as well as fully searchable PDFs, and be future-proofed so that it could 'plug in' to any Document Management solution that Morgan Cole might implement in the future.

One of the major challenges they needed to overcome was reducing the need to email scanned files that were too large for their email system to cope with. A solution that would scan to a centralised folder structure would eliminate the need to email files altogether.

Handling duplex scanning was proving to be a real challenge. Before any double-sided document could be scanned it needed to be copied to single sided, making the document handling processes labour-intensive, expensive and using significant amounts of paper. Any solution needed to be able to handle duplex scanning quickly and easily with no additional manual input.

The Solution

A centralised, SQL-based, single-server ScanFlowStore® with EIP solution was implemented at the same time as rolling out 17 new high volume, EIP-enabled devices.

The real time solution allows all scanned documents to be accessible immediately to those with appropriate access privileges, as well as allowing scanning to editable files and searchable PDFs.

WorkCentre 7328

WorkCentre 7655

WorkCentre 5675

Benefits Summary

By implementing a centralised, single-server ScanFlowStore® solution the result is a complete end-to-end scanning solution fulfilling all Morgan Cole's needs both now and for the foreseeable future.

The solution working alongside the new Xerox MFDs enabled Morgan Cole to easily specify shared locations on their Windows file structure for storing the scanned files, in whatever format they needed. And because it is a single-server solution they no longer need to maintain separate servers at each of their offices, giving them a significant cost saving in IT spend and management.

Some of the benefits already seen immediately following roll out have been:

- Reduced hardware and software costs and maintenance

- Streamlined technology and scanning processes mean more efficient document handling and routing

- Less paper used, less waste produced, less energy used = reduced carbon footprint

- Complete flexibility when choosing other applications to run alongside the solution

Catherine Baker, Service Delivery Manager at Morgan Cole said, "One of the most important benefits is that it is a flexible, future-proofed solution that can be integrated with whatever document management solution we might choose in the future. And because it works in a virtual server environment we no longer need separate servers at all our offices."

David Elms, Morgan Cole's Helpdesk Supervisor, adds, "The solution is designed so that it can be set up and configured with minimal training; it's intuitive to use, and we can add it to devices in less than 5 minutes. Plus the solution is feature rich; it's easy to add features just by upgrading the licence."

Pinnacle Office Equipment has held the status of Xerox Premier Partner for over 15 years. This partnership offers Pinnacle's clients the benefit of the world's leading document imaging products delivered via the UK's leading reseller. Pinnacle has maintained this prestigious status not only through excellent sales results but by demonstrating outstanding customer satisfaction for both the supply and maintenance of the product range.

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Catherine Baker, Service Delivery Manager - Morgan Cole

## ScanFlowStore®

Other Information

Xerox help desk training was conducted by Xerox at Pinnacle offices funded by Pinnacle. The benefit of this is that Morgan Cole's help desk now provides not only first line support, but has direct access to Xerox engineers, should one be needed.

ScanFlowStore gives the ability to create archives in just three easy steps by scanning directly from your Xerox MFD into your Windows file structure or to a financial, document management, ERP, CRM or legal application.

Scan to Windows file structure

Anyone can use any of the Xerox MFDs to scan a document to an existing destination or to a brand new destination created when scanning. Having chosen the destination, the document is stored as a searchable PDF, Word, Excel, TIFF, OpenOffice or JPEG file.
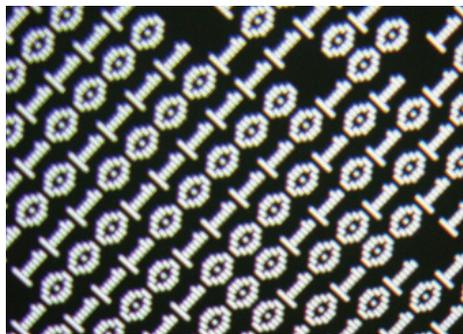
Scan to anywhere

Not only can you scan to a location in your Windows file structure, but if you use another application, CRM or a case management system for example, you can scan directly into that application instead. Using industry programming standards, we can create a connector between ScanFlowStore and the application(s) you use making it simple to store information in the right place.
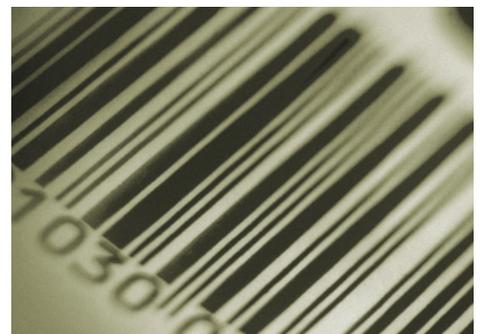
Scan with barcodes

ScanFlowStore can read barcodes. This makes batch scanning simple and quick, eliminating manual user intervention on the MFD. With a barcode, high volume scanning ensures that information is scanned into the correct location having been separated into individual documents based on the barcoded information.

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