



[CLICK HERE TO SAVE](#)

AFTER SAVING, [CLICK HERE TO VIEW FULL SCREEN/RESTORE](#)

Navigation tips:

- Click on the red arrows at the foot of each page to go back or forward
- To execute email or web links, click on the relevant blue link
- For optimum viewing, open in Adobe Reader 6 or greater. [Click here](#) for download


Insight Report

Bridging the Divide – Unifying paper and digital information



The National Computing Centre

Cavendish House, Cavendish Court, 44-47 Hill Avenue, Amersham, Bucks HP6 5FA
Tel: +44 (0)870 908 8767 Fax: +44 (0)870 134 0931
Email: info@ncc.co.uk Website: www.ncc.co.uk

In association with  eCopy™





Market Research 4

Cliff Mills explains how organizations can develop an integrated strategy for managing their growing volumes of paper-based and electronic information.

Expert Opinion 8

With paper becoming a bottleneck in many organizations, In-Form Consult founder Martin Waldron describes the hardware and software products available to help you capture and manage documents.

Supplier Profile 12

Reviewing the software and services provided by information management specialist eCopy.

Case Study 14

Britain's largest land manager, the Forestry Commission, has used eCopy systems to integrate its financial and document management, replacing a large number of manual processes.

Case Study 18

London-based law firm Reynolds Porter Chamberlain has dramatically cut its paper usage and storage by using centralized scanning technology.

Contact Points/More Information 22

Details of where you can find out more about eCopy and our *Insight Report* series of publications.

Comment

Combining paper and electronic corporate information makes obvious business sense. The best way to do it isn't so obvious.

What is clear is that at a time of recession, paper-based information is an anomalous overhead that organizations would do well to eradicate or reduce.

Technology – in the shape of cheaper multi-function peripherals (MFPs), electronic document management (EDM) and workflow systems – now offers a viable way to bring paper into the electronic fold.

So how does it work in practice? In this report, we present research into how organizations can streamline and integrate their document handling (page 4); report the views of DM expert Martin Waldron (page 8); and provide two case studies of UK organizations who have successfully tested the technology (pages 14 and 18).





Market Research

Good on paper

Cliff Mills looks at the business benefits of combining all paper-based and electronic information.

The management of paper-based information can present many problems. Organizations that have processes around a physical item of paper – such as a supplier invoice, contract or letter – take on a significant burden in duplicating, storing and retrieving multiple copies of that document.

Yet even with the best-run physical filing system, inefficiencies are inherent. If different parts of the business need copies of the same document, you hit problems of version control and access. These issues are exacerbated if the organization works over multiple sites, introducing unnecessary delays as staff track down time-sensitive information.

There is also the physical storage of the document ‘mountain’. A customer file can end up as a hefty item taking up space, and is prey to physical damage by flood, fire or theft.

For many organizations the majority of documents are now created and stored electronically and they may well have implemented an electronic document management (EDM) system, from a vendor such as EMC, OpenText, Microsoft, etc, as their document management solution.

However, even in the most automated organizations, there are still a significant number of business documents that are created and managed in paper format. Look around any office and it is obvious that paper will remain an important medium for information transfer for the foreseeable future.

This means that a business may be operating with two separate workflows – one electronic that allows rapid access to and processing of information, the other manual with all the difficulties inherent in accessing and managing paper documents.

If data is scattered around the company in different formats, it is harder to find and analyse, and it is far easier to lose or overlook. Take, for example, a

customer who calls their supplier to find out about a delivery that had been promised but failed to materialise. The original order may have been on paper, and the delivery might have been promised via an email message.

How easy is it for the customer service person to come back with an explanation of events? They may need to go to filing cabinets to look for the order, or get someone else to do it, and then phone the delivery department to check what was promised.

With a well-designed EDM system and workflow in place, the job would be simple. The customer service assistant would be able to view an image of the original order (the paper document having been scanned into the system), and they would have access to any relevant emails, as well as to the main delivery and customer files. A good workflow system could avert the query in the first place by flagging up the late delivery in time to warn the customer.

The issue is, then, how does an organization marry together these two distinct environments into a single cohesive system? The answer is to convert all paper files into electronic form as rapidly as possible at the point of entry to the organization, where they can be managed automatically and accessed by anyone connected to the network.

This is faster, more secure and allows all information in the organization to be managed in a consistent manner. The benefits of doing this can be summarised as follows:

- Integration of all paper and electronic documents.
- Faster access to information.
- Faster processing of incoming documents (eg, invoices, orders).
- No more lost documents.
- Better handling of customer queries.
- Efficient management of office processes.
- Full audit of who did what, and when.
- Compliance with legal and contractual obligations.

However, creating such an environment, where paper documents can be easily converted into electronic format, has not always been possible due to the distributed nature of most organizations.

While facilities may be available at major locations, others will lack the



Market Research

capability to process documents electronically. An easily accessible distributed document management environment needs to be created to efficiently and effectively process all information across the organization.

Distributed document management

Building such an environment is now much more feasible with the rapid uptake of digital copiers that can be connected to an organization's communications network. Multi-function peripherals (MFPs) are quickly replacing traditional analogue copiers as they combine the operations of print, scan and copy into a single device, delivering increased efficiency, lower costs and improved productivity.

MFPs are available from numerous vendors and due to their growing ubiquity in the office, they provide the ideal vehicle for creating a distributed system to capture paper documents. Using their in-built scanning capability, paper documents can be easily digitised and sent by email, fax or stored for later processing.

Although many MFP suppliers offer their own proprietary document capture capability, these tend to be fairly low level. In addition, many organizations will have a variety of MFP devices from different manufacturers, each offering their own scanning software.

Trying to implement a company-wide document capture solution based on several incompatible systems is not generally a viable proposition and only leads to complexity and escalating costs.

Therefore, to provide a flexible, fully featured and cost-effective document capture solution requires the implementation of software that can operate across an extensive range of multi-function devices and scanners.

By adopting a standard and consistent document capture solution that is platform-independent, you can easily process documents in accordance with company policies using either MFPs or document scanners. This allows you to use identical document capture procedures across all devices, so that both digital and paper workflows can be combined.

But building a distributed document management solution involves much more than just scanning documents. It's about creating a networked environment that effectively links systems together so that information can

pass freely across the organization and is accessible from any location.

The ability to integrate easily with a variety of enterprise application solutions provides the essential glue for improving the workflow and knowledge transfer in your organization. Connections should be readily available to:

- Document/content management solutions from providers such as EMC, Microsoft, Oracle, etc.
- Transactional applications for finance, human resources, etc.
- Email solutions such as Microsoft Exchange and Lotus Notes.
- Network fax servers.

By providing these as standard connections, you will be able to develop a fully integrated system that allows you to incorporate paper documents fully into your electronic processes.

However, given the variety of applications available, it would be impossible to provide a link to everyone on the market. Therefore, the availability of a software development kit (SDK) to create a new interface or modify an existing one is an essential requirement.

This enables you to create a flexible document capture solution, tailored to the business' precise requirements, irrespective of the device being used or the integration needed with other core applications.

Conclusion

Organizations today face ever-greater document volumes both in electronic and paper format. They can no longer afford to have *ad-hoc* solutions and require a clear strategy to address the problem.

Streamlining document handling for all formats and providing secure routing, storing and archiving offers several advantages. With today's advanced technology, it is much more feasible to create a distributed document management system which offers greater productivity, stronger compliance and lower costs – providing the enterprise with a clear return on investment.

■ **Cliff Mills is research manager with NCC Research. Tel: 0870 908 8767. Email: cliff.mills@ncc.co.uk.**



Expert Opinion

Paper view

Martin Waldron shows how to make paper part of your business process.

Organizations in all industries are under pressure to improve their operational efficiency and productivity. At the same time, they must address regulatory requirements and properly control information used within the organization to reduce their risk.

To achieve these twin goals, companies are increasingly deploying enterprise content management (ECM) and electronic workflow systems. But this route requires more than just building a central information repository – companies also need to effectively capture and distribute all types of content.

Document capture is therefore becoming a key area as businesses seek to better manage the information they generate themselves, as well as information received from their customers and partners, whether in electronic or paper format.

However, capturing paper documents is only part of the equation; companies must also bridge the gap between the management of paper-based and electronically produced documents, and combine them into a common workflow.

The need to pull together business information from distributed locations has also become more pressing as organizations become less centralized and adopt more fluid working patterns.

In addition, the increased demand for information security, coupled with the demands of government regulation and compliance mandates, has forced enterprises to adjust their business operations to ensure they have ready access to all critical information.

The organization must set and enforce policies and procedures that specify how documents should be handled throughout their lifecycle. But the inclusion of paper-based records in many cases has been the

‘Cinderella’ area here, and has not been comprehensively addressed in the overall information management strategy, as it has been seen as either too difficult or not necessary.

However, if organizations do not take the necessary steps to embrace paper documents fully, their operational efficiency and competitiveness suffers; they also potentially leave themselves exposed to high costs and difficulties in demonstrating regulatory compliance.

It has therefore become vital to convert paper-based information to digital format as early as possible in the business cycle.



Martin Waldron: document capture is becoming a key area

Technology to the rescue

Advances in technology have made it much easier for paper documents to be digitised in a secure and controlled way from different devices in a distributed environment.

The key element in deploying a distributed capture solution is that it should be easy to use and consistent across the organization. Users should need little or no training in its operation and be led intuitively through the steps for document capture. The system will then quickly become part of an employee’s daily routine.

The major building blocks in defining a paper capture system are:

- Use familiar office devices such as desktop scanners and digital multi-function peripherals (MFPs).
- Provide standardised and consistent scanning software across all the devices to ensure the same procedures are followed throughout the organization.



Expert Opinion

- Maintain comprehensive compliance audit trails for all documents input into the system. It should not be possible to scan a document without full information being recorded on the activity.
- Establish ready-made links to content storage applications so that documents can be stored, managed and accessed across the enterprise.
- Have the capability to tailor the software to conform to the business processes across the organization.

Creating a standardised, distributed document capture architecture has become more realistic now the digital multi-function peripheral is the capture device of choice.

The rise of the MFP has been rapid as organizations seek to rationalise their printing, copying and scanning in order to reduce costs, improve quality and enhance productivity. Today, MFPs provide the right mix of feature-rich capabilities and simplicity of operation that makes them the ideal medium for document capture in the office environment.

The MFP can be fully networked with the enterprise communications infrastructure to allow documents to be routed transparently to the right destination, and information on or from the document to be sent to the appropriate application or person.

As a full computational device, the MFP incorporates a software platform that allows you to control all input operations – though just like a computer, the functionality and flexibility provided will depend on the sophistication of the application installed.

MFPs are offered by a variety of suppliers, such as Canon, Ricoh, Xerox, Konica Minolta, HP, Sharp and Toshiba, and each manufacturer imbeds its own facilities into its product. However, this generally only provides basic capabilities and to create a fully featured and tailored environment usually requires the addition of software from an independent software vendor (ISV).

A critical factor in the deployment of a networked document capture system is that the software must be consistent across all locations and devices.

In a distributed enterprise the chances are there will be MFPs from several different vendors, each with its own document capture capabilities.

Adopting software from an ISV not only provides enhanced functionality, it also allows you to create a standard cross-platform network.

This provides obvious benefits to the organization as there is only one platform to support and maintain, and employees have an identical input capability wherever they are in the organization.

The advanced functionality provided by the software can cover a number of areas; users are authenticated so that they only have access to the system capabilities they are entitled to use and documents can be classified according to their importance.

Third-party software also goes much further than collecting information, by providing standard connectivity to a range of back-end content management systems and core IT solutions, so you can quickly create a fully integrated system.

You can also tailor the software to your organization's exact needs and accurately reflect your business processes.

In summary, both large and small organizations want to be able to capture hard-copy information in a standardised controlled manner and integrate it into the controlled environment of an electronic records management (ERM) repository system, in order to meet the strict controls over information demanded by the regulatory and compliance requirements now common in most sectors.

As a result, electronic business process workflow is gaining increased attention as organizations seek to streamline and enhance their business operations.

Paper has become a bottleneck in many organizations – but with the deployment of MFPs, desktop scanners and the appropriate software architecture, a cross-platform solution can now be built to fully support an organization's end-to-end requirements for capturing, routing and managing documents.

■ **Martin Waldron is founder of In-Form Consult, a leading independent European information management consultancy. Email: martin.waldron@inform-consult.com. Website: www.inform-consult.com.**



Supplier Profile

eCopy

eCopy was founded in 1992. Its head office is in Nashua, New Hampshire USA and it also has international offices in the UK, Singapore, Sydney (Australia) and Japan. It has field offices across the US and Canada and in central, southern and northern Europe. The following platforms are supported by the eCopy software and hardware solutions:

- US – Canon, Gestetner, Hewlett-Packard, Konica Minolta, Lanier, Ricoh, Oce, Savin, Sharp Electronics Corporation, Toshiba, Xerox and some SCSI and TWAIN-enabled scanners.
- Europe – Canon, Ricoh, Konica Minolta, Oce, Xerox and Toshiba multi-function peripherals (MFPs) and some SCSI and TWAIN-enabled scanners.

eCopy's key markets are legal, healthcare, financial services, government, education, manufacturing, construction and telecoms. Customers include Nissan, Verizon Wireless, BP, Sprint, Clifford Chance, Siemens, Cisco Systems, SAAB and Sony Corporation.

eCopy has a broad range of partnerships with leading MFP manufacturers and enterprise software companies. To date, eCopy has provided over 2 million eCopy ShareScan and eCopy PaperWorks software licences in a variety of paper-intensive industries worldwide.

Solutions

eCopy ShareScan is designed to transform MFPs and scanners into information hubs by incorporating hard-copy documents directly into the electronic workflows of critical business processes, such as reporting, administration, document management, financials, human resources and customer management. One of eCopy's key claims is that it provides organizations with high levels of protection to safeguard intellectual capital and conform to government and corporate compliance programmes.

ShareScan is available as an embedded solution on both Canon and Ricoh embedded architecture MFPs, and on eCopy ScanStation, an external touchscreen and keyboard that works with Canon, Oce, Ricoh, Xerox and Toshiba MFPs in Europe – to scan and distribute documents using a consistent approach.

PRODUCTS

Name	eCopy ShareScan	eCopy PaperWorks
First installed (year)	2001 (Europe)	2001 (Europe)
No. of UK sites/new sites last 12 months	30,000 units (Europe) – N/A	N/A
No. of World sites/new sites last 12 months	100,000 units – N/A	2 million+ licences – N/A
Key markets	All major	All major
Current version – date of release	v4.3 – May 09	v2009 – July 09
Operating systems supported	Windows 2000, 2003, Server 2000, 2003, XP	Windows 2000, 2003, XP
Databases supported	MS SQL Server, Oracle, Oracle RDB + SQLBase (ShareScan)	
<i>Software functionality offered:</i>		
Workflow	Yes	Yes
Enterprise content management (ECM)	No	No
Web content management	No	No
Business process management	No	No
Knowledge management	No	No
Electronic document & records management (EDRM)	No	No
Electronic forms processing	Yes	Yes
Imaging	Yes	Yes
Standards supported	N/A	N/A
Web services standards supported to provide integration capabilities	Can securely capture paper-based information and transfer the resulting digital information with associated metadata to various web services solutions such as BEA Weblogic, IBM WebSphere, WebMethods	
Does product have its own business intelligence/analytical tools?	No	No
Does product support third-party business intelligence/analytical software?	Yes	Yes
Special application integration offered/ integration tools supported	eCopy can generate data files in CSV, XML and TXT. Can integrate with 100+ applications through eCopy eCAP programme	230+ eCAP partners develop connectors through the eCopy eCAP programme

The eCopy Connectors and Quick Connect features enable users to merge paper-based documents into their existing electronic workflows (such as scan to contracts or scan to human resources).

eCopy PaperWorks enables organizations to get work done faster and simplify business processes that mix paper and electronic documents. It is designed for office professionals that need to quickly and easily:

- Scan: capture scanned documents regardless of source.
- Merge: combine paper with Office documents, email and faxes.
- Modify: view, edit, markup, manipulate and create searchable, secure text.
- Connect: incorporate into workflows, document management, communications infrastructure and business applications.



Case Study

Branching out for better productivity

The UK's Forestry Commission has improved its efficiency by replacing a range of manual business processes.

The UK Forestry Commission is the largest land manager in Britain and the largest provider of outdoor recreation areas. Its mission is to protect and expand Britain's forests and woodlands and increase their value to society and the environment.

The Commission takes the lead, on behalf of three administrations across Great Britain, in the development and promotion of sustainable forest management. It also delivers the distinct forestry policies of England, Scotland and Wales through specific objectives drawn from the country forestry strategies so its mission and values may be different in each.

The Forestry Commission has 3,000 employees in around 100 locations throughout the UK.

The Commission was seeking a way to leverage its fleet of multi-function devices (MFDs). It had engaged in a project to integrate its Oracle-based Cedar eFinancials system with its Serengeti document management system. This would allow an image of all financial documents held in Serengeti to be accessed from within the finance system.

This process required that all images in Serengeti were appropriately indexed against the relevant transaction in the financial system through pre-defined metadata.

While this was achieved relatively easily for 'outgoing' documents – ie, those created by the finance system – it was not the case for 'incoming' documents such as purchase invoices. These needed to be scanned and the appropriate financial transaction reference applied to extract the required metadata.

EXECUTIVE SUMMARY

Problems

- Integration between financial system and document management system required manual processing, especially for incoming documents.
- Remote sites wanted to leverage new multi-function devices (MFDs) to access the document management system.

Solution

- eCopy ShareScan has enabled MFDs to act as fully functional scanning portals.
- eCopy QuickConnect has enabled scan to mailbox and scan to shared directories.
- eCopy Connector for Microsoft Exchange is used to scan to email and authenticate users.
- Custom eCopy Connector supports scanning and display of invoices for easy entry of reference information. An automated program retrieves metadata from the financial

system and allows users to verify data prior to filing a document in the document management system.

- The eCopy Software Development Kit (SDK) enables future development of connectors internally.

Benefits

- A number of manual and semi-manual processes have now been replaced, improving accuracy and productivity; the concept will be extended to other business processes that require scanning.
- Incoming documents can be scanned, indexed and checked for accuracy in one step, before uploading to the document management system.
- Field offices can use installed MFDs to access financial and document management systems; the custom connector installation is accomplished remotely without the need for travel.

The scanning of purchase invoices required a significant amount of manual intervention in order to scan the invoices and identify and extract the metadata. The original process was laborious and error-prone and checking that the proper indexation had been applied could only take place



Case Study

after the document was actually uploaded.

Furthermore, purchase invoices were still processed manually at up to 100 sites throughout the Forestry Commission.

The Commission deployed eCopy ShareScan to its fleet of MFDs across the organization. eCopy QuickConnect was used to develop two custom buttons on the eCopy user interface that allow users to quickly scan to email and scan to shared directories.

In addition, a custom eCopy Connector was developed that completed the integration between Cedar eFinancials and Serengeti, with the MFD as the integration point.

With this Connector – designed specifically to handle purchase invoices – the invoice is automatically scanned and displayed on the screen. The user then enters the unique accounting transaction reference number.

“With eCopy-ready MFDs, we have been able to provide a number of general scanning facilities that can be used across our business. The development of the specific purchase invoice connector has not only saved us time and effort but has proved a concept that we plan to adopt elsewhere as part of the rollout of general electronic document management.”
Steve Atkins, head of systems development finance, UK Forestry Commission.

The system connects to Cedar eFinancials to retrieve and display appropriate metadata, which the user verifies. Upon verification, the properly annotated document is immediately uploaded to Serengeti and is available for viewing across the organization.

This solution is being utilized in the Commission’s Edinburgh headquarters and is also being deployed to remote offices that must process these invoices and take responsibility for their payment. Eight Oracle Connectors and 15 QuickConnects are available to administrators

who deploy them based on individual site requirements.

The primary benefit of the solution to UK forestry is increased simplicity and productivity in business processes. By using its fleet of MFDs as the integration point among eFinancials, Serengeti and paper-based purchase invoices, the Commission has been able to ensure rapid and accurate filing of incoming financial documents.

With the previous process, users were required to look up and enter data when filing documents. Using the new process, they simply view the already available reference number on the scanned invoice image, enter it into a customized field on the MFD screen, and the system does the rest.

As a final check, the user verifies that the correct metadata was retrieved from Cedar and applied to the scanned document, and the document is immediately filed in Serengeti, available for viewing across the organization. This more-efficient process saves significant time and money in the filing process.

In addition, filed documents are more quickly and easily retrieved not only from within the financial system, but independently within the Serengeti application itself.

Furthermore, the Commission has linked these various documents – providing a complete audit trail of the process from order through to payment for suppliers; and from invoice to receipt for customers.

In the longer term, the Commission intends to expand the system to incorporate non-financial documents such as IT and contract documentation as part of its overall document management strategy. This would result in substantial business efficiencies across the organization.

From its main shared service office in Edinburgh, the Forestry Commission is able to use the eCopy ShareScan administrative interface to remotely install the custom connectors on the distributed MFDs in about 15 minutes each, eliminating the time and expense involved in travel to each site.

With this successful implementation under its belt, the Commission is now investigating other paper-based business processes that can benefit from the same concept, including contractual documentation and other areas where paper storage persists.



Case Study

Getting the fax straight

Law firm RPC has saved paper and fax costs by switching to a highly automated scanning system.

With more than 450 talented staff, including over 260 lawyers and some of the sharpest minds in the UK legal market, London-based Reynolds Porter Chamberlain (RPC) provides trusted counsel to a discerning international client base.

The firm has 11 different practice areas, ranging from corporate and construction to real estate, tax and insurance, as well as a litigation team that combines expertise in large commercial disputes with a range of specialist skills.

“RPC needed an integrated business system and easier authentication. The firm was already a user of eCopy for scanning and Copitrak for cost recovery, but the two systems were not integrated.”

RPC needed an integrated business system and easier authentication. The firm was already a user of eCopy for scanning and Copitrak for cost recovery, but the two systems were not integrated.

In fact, users were required to authenticate into three systems – multi-function peripheral (MFP), eCopy and Copitrak – to accomplish all the functions associated with processing paper documents, which could take as long as 60-90 seconds.

EXECUTIVE SUMMARY

Problems

- Three separate authentications were required to access print/copy/scan and cost-recovery functions.
- Scanning was centralized in the reprographic center.
- Paper filing space was constrained, especially after a move to new office space.
- With more remote workers, a paper-based work process was becoming less efficient.
- RPC was also interested in removing as much paper as possible from the litigation discovery process while maintaining appropriate security.

Solution

- Single sign-on integration that allows users to swipe staff security card and be instantly

and simultaneously authenticated using an MFP.

- eCopy ShareScan document imaging software and the Copitrak cost recovery system.
- Distributed scanning services available to all employees.

Benefits

- Single sign-on capability reduces authentication time from 60-90 seconds to five seconds for each use of an MFP.
- Up to 80% in time savings for users compared to previous processes.
- Firm-wide electronic document access, resulting in significant reduction in paper usage and storage.
- Elimination of two-thirds of fax phone lines and removal of all fax machines.

For busy professionals who are measured on billable time in six-minute increments, this wait time was excessive.

Alternatively, scanning was done centrally in the reprographic department, causing further delays as paper documents made their way into the centralized scanning queue.

RPC was also looking for a more efficient means of faxing, as well as a reduction in paper usage and storage.



Case Study

The firm worked with eCopy, Ikon and Copitrak to develop a single sign-on service that eliminates the need for multiple authentications. While this was the primary driver for an expanded eCopy implementation, Reynolds Porter Chamberlain also took advantage of the enhanced system to migrate faxing to eCopy-enabled MFPs, eliminating two-thirds of its fax lines and all of its fax machines, by using the eCopy Connector for Captaris RightFax.

With all scanning now decentralized, employees can scan to internal email, email files to themselves, scan to a folder in the file system, or scan and fax with a simple push of a button.

The firm has also implemented a custom eCopy button that allows users to scan files to the repro center for burning onto CD/DVDs, a process that must be conducted centrally within the organization for security reasons.

“Many IT projects are successful; however, not all are obvious, nor is the complexity of the project understood or appreciated by lawyers. We received nothing but praise and thanks for the eCopy solution. The functions it enables are key to a lawyer’s working day; the solution had to achieve 100%, which it did.”
Julie Berry, IT director, Reynolds Porter Chamberlain.

Business benefits

The primary benefit to RPC has been an increase in employee productivity. With the single sign-on solution, authentication times have been reduced from 60-90 seconds to about five seconds.

Users simply walk up to the MFP, swipe their security card for authentication, and have immediate access to scanning, copying, printing and faxing.

All transactions are automatically tracked by Copitrak for cost recovery

purposes, in addition to eCopy’s built-in audit trail.

Because the solution is so fast and easy-to-use, even busy solicitors have rapidly adopted its use, with an estimated 80% improvement in productivity for these functions.

The firm has also benefited from a 5% reduction in total annual costs of documents as well as increased functionality and control, improved security, and full cost accountability with the potential for additional revenues from automated cost recovery.

Employees can easily scan documents to their desktop and with eCopy Desktop, modify them as necessary before loading them into the Open Text document management system for centralized storage and access.

With decentralized scanning capabilities, the entire firm now uses eCopy for scanning, rather than sending all documents to the reprographics center.

In addition to applications that are specific to the practice of law, other departments are using the scanning services as well.

Employee performance reviews are securely scanned and stored by Human Resources; Accounting stores all business reports electronically for centralized access; and all IT documentation is now electronic.

Less paper usage

This reduction in the use of paper has taken the strain off the firm’s paper filing storage system, which was downsized as a result of a move into new offices. There is also much less printing, resulting in less paper usage.

Prior to implementing this solution, for example, all documents examined in the litigation discovery process were printed, even those that were in electronic form. Now all documents are viewed electronically from a central repository. This also makes it easier for an increasing number of remote workers to safely and securely access the documents required to perform their work.

By using MFPs for faxing with the eCopy Connector for RightFax, RPC has also eliminated all fax machines and two-thirds of its fax phone lines, resulting in more efficiency and further reduced costs.



Contact Points/More Information



Nadine Wearne
eCopy Inc
1 Chalfont Park
Amersham Road
Gerrards Cross
Buckinghamshire
SL9 0GA
Tel: +44 (0)1753 895000
Fax: +44 (0)1753 895001
Email: nwearne@ecopy.com
Website: www.ecopy.com

See a full eCopy report:



See a full eCopy Evaluation Report.
Visit www.evaluationcentre.com/workflow-suppliers.go
and click on 'View all Vendors'

WANT MORE INFORMATION?

The Insight Report is a National Computing Centre (NCC) publication. To register to receive the report, please visit the online registration page at: www.conspectus.com.

The NCC is owned by and run for the benefit of its members. Through its range of publications, events and research the NCC provides independent, impartial, expert and trusted advice. For more information about the NCC visit www.ncc.co.uk.

Publications – both online and printed journals including Management Consultants' News, IT Advisor, Conspectus and The Evaluation Centre.

Events – including conferences under the 'Facing the Future' brand, Round Tables, Workshops and Training.

Market Research – encompassing multi-client subjects and bespoke individual projects including The Benchmarks of IT Strategy, IT Spending and Salaries & Employment Trends in IT.

