

Successful Law Firm Enhances Customer Service by Introducing a Digital Mailroom Solution



Moore Blatch is a highly successful law firm that provides services in the areas of corporate, commercial, property, dispute resolution and private client consultation. Due to its impressive business growth over the years, managing the ever-increasing amount of documents flowing into and out of the organisation became a headache. They realised that in order to optimise the efficiency inside the business and deliver excellent customer service they would have to tackle this issue.

Challenge

The management of vast amounts of paper documentation, such as client inception and matters, evidence, statements, filings and court proceedings leaves no room for errors or lapses in security. Making those documents available immediately is of tremendous benefit to law firms. In order to provide exceptional customer service legal professionals need to have vital data at their fingertips.

Moore Blatch decided to accelerate their physical mail distribution process in order to support business growth and boost their legal team's efficiency. Copyrite, a solutions and services provider based in the South of England, had previously implemented Print Management solutions at Moore Blatch and understood the firm's desire to reduce administration costs and increase productivity.

"Eliminating manual post distribution was essential as we were spending a lot of time distributing and filing documents."

*Paul Walshe,
Partner at Moore Blatch*

Scanning all post in bulk would be essential to ensure fast, accurate delivery and enable mailroom staff to concentrate on handling exceptions.

Solution

"We have worked with Moore Blatch for many years, providing a range of services," states Ian Stewart, Director of Copyrite. "The increasing volume of paper documents the firm was receiving from outside and generating internally made the move to a digital mailroom solution compelling. There were immediate opportunities for them to save costs while vastly improving key document-related business processes."

After a thorough consultation with Moore Blatch's team Copyrite recommended a Digital Mailroom solution based on ABBYY FlexiCapture. FlexiCapture helps organisations of any kind with any volume of paperwork significantly increase efficiency and reduce administration costs by automating paper-based business processes. It provides a single entry point to automatically capture streams of different forms and documents of any structure and complexity at the point

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Industry: Legal services

Web:
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ABBYY Solution Partner:



PROJECT OVERVIEW

Challenge

Improve time-consuming, costly and error-prone manual processing of paper documents

Solution

Implementation of a digital mailroom solution based on ABBYY FlexiCapture

Results

- Immediate notification of document arrivals ensures quicker decision cycles
- Less paper results in reduced costs for printing, distributing and storage
- Better compliancy, data tracking and records management
- Improved customer service through quicker access to information

ABBYY® Case Study



of engagement and transform that content into business-ready data.

The combination of document scanning and intelligent data capture now enables incoming mail to be digitised and documents to be automatically classified and distributed throughout the organisation. Information is dynamically extracted and used for indexing into Practice Management Systems, eliminating the need for manual indexing, apart from exceptions. Documents can be indexed by type and content (e.g. invoice due date), making them fully searchable and editable in the future. To maintain document security, procedures are in place if recognition of a document falls below an agreed level of acceptability. The document in question is referred to a verification role to ensure the data is accurate before returning to the automated process.

ABOUT ABBYY

ABBYY is a leading provider of text recognition and document conversion technologies and services. Its versatile product portfolio for document processing and information retrieval is available on various platforms and devices. ABBYY offers a broad range of solutions designed for specific business and industry needs. Organisations all over the world rely on ABBYY offerings to optimise their paper-intensive business processes. **More information at www.ABBYY.com**

“The solution has enabled us to reduce our administration overheads and accelerate the process of document delivery, resulting in improved client relationships.”

Paul Walshe, Partner at Moore Blatch

Results

Paul Walshe, Partner at Moore Blatch explained, “Eliminating manual post distribution was essential as we were spending a lot of time distributing and filing documents. The Copyrite solution has enabled us to reduce our administration overheads, accelerate the process of document delivery resulting in improved client relationships. We now have a solution that can scale as our company continues to grow.”



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