

# Lawyers cut document scanning time in half!



## Challenges

- The firm wanted to increase their capacity to take on more work without increasing their number of staff.
- Before EzeScan, documents were being scanned one by one on the companies MFP and required staff to manually sort and label the documents once they were scanned.

## Solution

- Donn & Co implemented a Post Partner Scanning Solution, powered by EzeScan and Brother to directly move documents into the firms document management system once scanned.
- EzeScan's batch scanning capabilities meant assistants could put multiple documents through in one go and label them simultaneously

### Results

- The firm has been able to drastically cut down processing time and human error by 80%.
- Saved a lot of fee earner and administration time and in return, boosted firm productivity.

# Property and probate lawyers Donn & Co have implemented a Post Partner Scanning Solution, powered by EzeScan and Brother to save the firm 50% of time spent scanning documents for case work.

When someone thinks of a traditional high street law firm, what is often pictured isn't far from the environment found in the 1999 film Office Space, except with more paper. Over the last couple of years, law firms big and small have been making moves to reduce paper usage and the manual tasks that surround them.

Donn & Co has recently taken on a few initiatives to change the way it works, making it more digitally-enabled. Sharon Petford, partner at the firm, says it's important to create efficiencies and keep up with the times. The majority of Donn & Co's work is conveyancing and property-based, which means high volume and low margins that require careful, organised management to turn a profit.

"We don't necessarily want to increase staff numbers but we do want to increase our capacity to take on more work. That's why we're looking into various technology solutions to be able to do that" said Sharon.

She says one of the steps on this digital journey is a Post Partner Scanning Solution, powered by EzeScan and Brother, which can move post and other hard copy documents directly to the optimum location in the firm's case or document management system. It has enabled the firm to do 'batch scanning' to cut down on time spent and human error involved in scanning the hundreds of paper documents needed to work on client matters.

# 66

Previously, the firm used a massive, standalone multi-function printer, which was set up in one room in the office and was used by everyone, for everything. In a not-so-document-heavy business this might be all that is needed, but for a high street and predominantly conveyancing based law firm, it just doesn't work

Sharon Petford, Partner at Donn & Co

Before using Brother's ADS-3600W scanner and EzeScan, assistants had to stand at a machine in a small room, scanning documents one by one, take those documents up to the computer and re-open them digitally so that they could see what they were and label them appropriately.

They were constantly being interrupted because someone would need to print or photocopy something. And it was also right next to reception, so they were again stopped from doing the scanning by clients coming in, as the firm's first priority is to assist the clients.

Petford estimates that it has made Donn & Co's scanning processes about 50% faster, saving a lot of fee earner and administration time and boosting productivity at the firm. There are no interruptions, the assistants can put more documents through in one go and label them at the time they are scanned, with the capability to have the document open onscreen.

It means fewer errors as well. "You know that you're labelling the right document because you can see it then and there, and the system saves it to a folder for you, making it easier to drag and drop into the appropriate case file."

The number of documents Donn & Co processes is very high, she says. Just one case file could have numerous letters, contract, property information forms, planning and buildings regulations compliance paperwork and more, so it takes a long time to scan, label and save all of that information manually.

## 66

The scanning solution is quick and reliable. It's also very user-friendly staff don't need an awful lot of training on it. It's self-explanatory and just takes a couple of clicks. Keeping staff happy is quite high on the firm's agenda and having an accurate and speedy scanning solution makes them more comfortable and will motivate them to work hard on more thought challenging tasks.

Sharon Petford, Partner at Donn & Co.

Beside the need for greater efficiency and staff happiness, a big driving force for using the EzeScan Scanning Solution was the firm's recent decision to undergo a few crucial changes to the way it works, the move to cloud was also on the agenda.

At the moment the firm's biggest challenge is dealing with client expectations. "They're constantly expecting things to be done more quickly, so we have to be prepared and be able to respond to that. That's what we're constantly looking into, and using the Post Partner Scanning Solution is one more way of helping to achieve these expectations" Petford says.

#### **About EzeScan**

EzeScan provides fast, cost effective business process automation solutions including simplified document back scanning, accounts payable, data robotic process automation, forms data extraction, mailroom/correspondence automation and highly integrated EDRMS capture. With thousands of installations in Australasia, North America and the UK, EzeScan is your ideal digital transformation provider.



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