

Case

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Document Management Company Makes Case For Legal Firms To Employ Document Imaging Solutions

“Within a few short months, TMG realized a significant savings in paper, copier toner, maintenance, labor and delivery costs...”

A Hartford, Conn., company is bringing a little more law and order to the way legal firms manage their documents. TMG Document Solutions, which specializes in copying, digital imaging and binding services for legal, insurance, corporate and medical companies, is using advanced technology to help its law firm clients lighten their workloads – while at the same time raising its own productivity by 30 percent.

A year ago, TMG employees spent about 75 percent of their time duplicating legal documents. With each new project, they had to label, photocopy or scan 15-pound boxes of paperwork containing 2,500 to 3,000 pages each. When a project was completed, they would load boxes of duplicated documents along with the original boxes onto leased trucks and return them to the clients.

“The majority of our clients are law firms, and we would photocopy a set of depositions and paperwork for every lawyer working on a case,” said Ron Peterson, vice president of TMG. “If a new firm joined the case, we would then have to photocopy information for that firm’s lawyers as well.”

At the time, there was no way to separate the pertinent information in a document from the irrelevant. Because the firm’s copy machines and flatbed scanners did not always pick up information that was written lightly or in pencil, the work was labor intensive. An employee would need to adjust the contrast for each individual document to make sure critical information was visible.

“Contrast is especially important when it comes to photographs used in accident cases,” said Peterson. “Lawyers and juries need to be able to clearly see injuries and any damage to vehicles, and a second or third generation image can be difficult to decipher.”

Maintaining office equipment also added to the time it took to complete a project. TMG’s large copy machines, continually in use, needed regular repairs. Projects were held up until the company’s copy machines and flatbed scanners were working properly.

Weighing the Evidence

In recent years, lawyers’ use of electronic documents has been on the rise in and out of the courtroom. By November 2006, there was a strong case for TMG to purchase low-maintenance scanning equipment to convert large volumes of documents into digital files. After due consideration, the company selected two compact, low-volume production scanners from BÖWE BELL + HOWELL Scanners.

Peterson noticed immediately how well the Trüper 3600 scanners handled paper. TMG’s scanner operators now could scan batches of

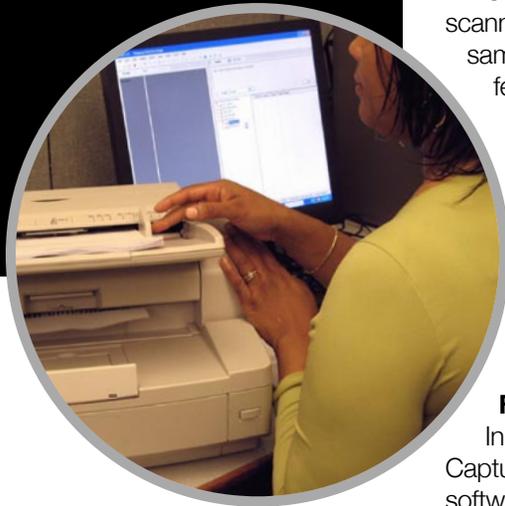


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documents of varying thickness and size without stopping in the middle of the process to individually scan documents with unusual dimensions.

Each Trüper 3600 scanner had an Automatic Document Feeder that allowed anyone using the scanner to place up to 200 pages into the feed tray at once. The scanner would then feed the pages through one at a time. The scanners handled large volumes of scanning with reliable durability and efficiency thanks in part to a daily duty cycle of 10,000 pages and throughput speeds of up to 62 pages per minute.

Ultrasonic Multifeed Detection, a feature built into the Trüper 3600 scanners, sensed tiny gaps between documents unintentionally fed at the same time. This helped to ensure that every document TMG employees fed got scanned. Multifeed Ignore, an advanced setting exclusive to BÖWE BELL + HOWELL, prevented the scanners from incorrectly identifying “irregular” documents — such as sticky notes, labels and photographs affixed to pages and envelopes — as multifeeds. As a result, TMG employees could feed photos accompanying evidence with ease.

The Trüper 3600 scanners also featured auto contrast, which automatically adjusted for variations between light and dark text, saving TMG operators from having to do it themselves.

Finding in Favor of Law Firms

In addition to the Trüper 3600 scanners, TMG employed Image Capture Engineering's LAW software and Optical Character Recognition software to offer its law firm clients the ability to turn their scanned material into fully searchable electronic documents.

Attorneys now could index and organize needed document images and extract information unnecessary to the case. This saved law firm employees the time and trouble of sifting through boxes of paper documents to find the ones they needed. Electronic documents also made file sharing easier. Attorneys could email document images to one another and access electronic documents in the courtroom with a laptop to present them as evidence.

Furthermore, storing electronic documents on CD required less space than retaining physical copies of paperwork, reducing the need for law firms to lease warehouse space.

The Verdict Is In

Within a few short months, TMG realized a significant savings in paper, copier toner, maintenance, labor and delivery costs as a result of its new BÖWE BELL + HOWELL scanners.

“The Trüper scanners need very little maintenance,” said Peterson. “We rarely even have to replace the feeder rollers.” The Trüper 3600 scanner rollers last for 300,000 scans before needing to be replaced, and their Xenon lamps are designed to last the life of the scanner.

Since implementing its document imaging system, TMG often returns clients' original boxes of documents along with CDs containing PDF images of the originals. In the cost of leasing trucks to transport documents alone, the company has saved \$30,000 to \$40,000, which amounts to 15 percent of the company's costs.

The company's imaging services have increased 15 to 20 percent since the installation of the new scanners. TMG now spends 55 percent of its time on scanning projects and plans to continue relying on efficient document imaging solutions to serve its clients' needs. Peterson says there is no question that the company will integrate more scanners into its operations if the demand for scanning services continues to grow.

For TMG, it is an open and shut case.



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