

# Silicon Valley Law firm saves time, money and headaches by upgrading to Copitrak.

## Challenge

- As technology improves, we need to maintain efficiency and service to our clients.
- Desire to have a single point of contact for customer service and technical support.
- Need for a smarter, faster workflow, and integration with existing document management software.

## Solution

- Nuance Copitrak eClipse, Copitrak Advanced Scan Workflow with ProLaw integration, Copitrak Print, Konica Minolta bizhubs.

## Results

- Integration into document management system, saving time and costs.
- Faster OCR rates for scan jobs.
- eClipse function deletes blank pages in double-sided copies, reducing costs and saving time.
- Fast, smooth implementation: 6 stations and 9 color and monochrome Konica Minolta bizhubs were installed in 1 day.
- Ease of use, Copitrak notifies users if the scanned job size is too large to email and emails a link to a network drive location.
- Copitrak is more accurate: ensure copies are made and is more "set and forget."
- Copitrak seamlessly integrates with the Konica Minolta bizhub.

## Summary

Hoge Fenton is a multi-service law firm committed to delivering top-tier legal services to businesses and individuals. With offices in the Silicon Valley, the Tri-Valley areas, and a global network of more than 90 distinguished firms in 60 countries, Hoge Fenton can assist with the majority of their clients' key legal needs, regardless of their size, location, industry, or legal matter.

Getting good legal advice should be as easy as contacting one trusted professional. Our goal is to make it easy by providing a single, coordinated experience.

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“We want to ensure maximum efficiency and support to attorneys and staff members. Keeping current with technology not only saves us time and cost, but also allows us to better serve our clients. Copittrak allows helps us to achieve that goal.”

Seth Silapasvang, IT Director, Hoge Fenton

Clients turn to us because our IP lawyers are not corporate lawyers who dabble in IP – they are IP lawyers, period. Our employment lawyers practice exclusively employment law, and our family law attorneys are California State Bar Certified Specialists. This breadth of expertise means our attorneys can simply walk down the hall and consult other members of our legal team, providing our clients with a seamless experience.

Hoge Fenton began to look for a new solution for their aging copiers. The scan stations in particular were underpowered for the firm's current needs, and there were too many moving parts: the copier, the scan station, and the monitor, requiring support calls to different vendors. Additionally, Hoge Fenton is heavily integrated with a document management system. The upgrade would allow for direct document scanning into their system, furthering maximum efficiency. After evaluating multiple vendors and solutions, the firm found that **The Swenson Group's Proposal of Nuance's Copittrak eClipse, Copittrak Advanced Scan Workflow** with document management system integration and the **Konica Minolta bizhub** was the best solution for their needs.

#### Honing in on a “scan to document management system” feature

Being able to scan into their document management system directly was the tipping point for Hoge Fenton. With Copittrak Advanced Scan Workflow with document management system integration, support staff can email documents directly from the scan stations. The integration saved/eliminated a second step in document preservation for every scanned document. An added benefit, with documents that exceed size limitations, users are automatically notified, Copittrak Advanced Scan Workflow immediately stores the files on the server,

and emails users a link to the file, saving them the time and costs of replicating work.

#### eClipping the competition

Copittrak eClipse was a logical choice for Hoge Fenton's needs; the all-in-one terminal would integrate with its **Konica Minolta multifunction platforms** and provide a simplified user interface. Fewer **moving parts** meant more reliability and fewer pieces that need maintenance. Additionally, because the eClipse terminals are more powerful, documents undergo OCR at a faster pace.

An added time- and resource-saving benefit comes when the eClipse stations automatically detects blank pages in copy jobs. For staff with large copy jobs, the removal of double-sided pages means they can “set and forget” the job and know that it will come through properly.

“Our Office Services team saves time on their scanning and copying jobs, and secretaries save time at their desks due to the document management system integration,” said Seth Silapasvang, Hoge Fenton's IT Director.

#### Preparing for printing costs recovery

Hoge Fenton is currently beta testing Copittrak Print prior to the firm-wide install. Beta testing allowed Hoge Fenton to better understand Copittrak Print and its capabilities. In Beta testing Copittrak, we anticipate a higher level of tracking and understanding of use and cost.

“Being able to further segment our costs, what we use, and streamline our process is definitely a worthwhile endeavor,” Silapasvang said.

To learn more about Nuance document imaging solutions, please call **The Swenson Group** at (925) 960 8910.



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