

Rodyk & Davidson LLP

Legal firm bridges paper and digital workflows for improved efficiency

About Rodyk & Davidson LLP

Rodyk & Davidson LLP is a leading Singapore law firm with offices in Singapore and Shanghai. The firm represents a diverse clientele across a broad spectrum of industries with more than 130 lawyers in five core practice groups. In addition to advising clients on projects across Asia, the firm offers its clients seamless and cost-effective services in major business centers in 40 countries through its membership in the World Law Group and the Pacific Rim Advisory Council.

Executive summary

THE PROBLEMS

- Needed to improve workflow efficiency through automation
- Lacked direct scan capability to Interwoven WorkSite
- Concerned about regulatory compliance in scanning processes
- Existing equipment lacked capability to OCR scanned documents for searchability

THE SOLUTION

- eCopy ShareScan®
- eCopy Desktop™
- eCopy Connector for Interwoven WorkSite

THE BENEFITS OF THE eCopy SOLUTION

- Process of depositing scanned documents into Interwoven WorkSite simplified, resulting in significant time and cost savings
- Provided administrative personnel with the ability to easily preview documents at point of scan
- Allowed personnel to more easily and quickly merge, OCR, and annotate scanned PDFs prior to filing or distributing
- Complied with Singapore EFS LawNet filing requirements for PDF v1.6 and security

“Seamless integration among eCopy, our document management system, and our MFPs was a key requirement in procuring this solution. On top of that, the intuitive user interface offered by eCopy meant our users needed very little training to use it.”

Alvin Aw

*IT Manager
Rodyk & Davidson LLP*



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Full details

ALWAYS LOOKING FOR AREAS OF IMPROVEMENT, RODYK & DAVIDSON...

wanted to improve its paper processing efficiencies. In order to file documents in its Interwoven WorkSite document management system, documents were first scanned to a shared network drive, and then downloaded to the desktop to ensure the quality and accuracy of the scan. When OCR was required, it was done separately on a local desktop using a separate tool. Once approved, documents were then filed in WorkSite. This was a time-consuming process that delayed filing of documents and created inefficiencies for the busy administrative staff. The firm wanted to introduce workflow automation to improve these processes, but needed a solution that was PDF 1.6 compliant and would meet additional rigorous regulatory requirements for security in accordance with Singapore EFS LawNet filing requirements. In addition, a full license for Adobe Acrobat was required at all workstations to accommodate document assembly and annotation requirements.

AFTER REVIEWING OFFERINGS IN THE MARKET, eCopy OFFERED THE BEST-OF-BREED SOLUTION...

for their needs. The firm installed eCopy ShareScan with the eCopy Connector for Interwoven WorkSite on 21 Canon multifunction peripherals (MFPs) in its Singapore offices to allow seamless filing of paper documents in its digital document management system. In addition, the firm added 95 eCopy Desktop licenses to enable staff to further process documents at the desktop.

RODYK & DAVIDSON HAS A MORE STREAMLINED WORKFLOW...

available to its staff. When paper documents are ready to be filed in the firm's document management system, users simply walk up to the MFP, scan the document, preview it for accuracy and quality right at the MFP, and use the eCopy Connector for Interwoven WorkSite to file the document directly into the document management solution with the appropriate metadata. With the previous process, elapsed time from beginning the scanning operation until the documents were filed in WorkSite could range from a few minutes to several hours; with eCopy in place, documents are scanned and filed within seconds.

For documents that require additional processing, users can easily e-mail documents to colleagues right from the MFP or send them to their own desktops for further work. Documents must often be combined into sets, OCR'd so they are searchable, and annotated for various purposes. eCopy Desktop provides those capabilities with an easy-to-use interface that allows users to work from their desktops rather than using a centralized scanning facility or attempting to perform complex tasks from the MFP. In addition, the eCopy solution is easier to use than Adobe Acrobat and offers more features and functionality. The previous process required purchase of a full license for Adobe Acrobat for each workstation that would be used for processing documents.

An additional benefit to the firm is eCopy's compliance with PDF 1.6, required by the Singapore EFS LawNet filing requirements, as well as its audit trail and security features that ensure further compliance. By using the audit trail function of eCopy, the firm can track all activities related to critical and sensitive documents. In addition, eCopy reporting enables the firm to accurately recover costs associated with scanning and processing documents. Security is also ensured, since eCopy can only be accessed using Active Directory® authentication.

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“eCopy has completely changed the way we handle hardcopy documents in an increasingly digital world. It has delivered significant productivity improvements for us, which is critical to our ability to continue to provide the exceptional service our clients have come to expect.”

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IT Manager

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