

International Law Firm Automates Cost Tracking Functions and Drives Staff Productivity



“Fuji Xerox’s strategic partnership with Nuance and their strong reference in implementing cost-tracking and cost-recovery solutions integrated with their multi-function device (MFD), along with their vast knowledge and experience in document management are the reasons why we selected them as our trusted partners who can meet our document needs.”

– Azman Jaafar
IT Partner
RHTLaw Taylor Wessing LLP

About RHTLaw Taylor Wessing LLP

RHTLaw Taylor Wessing LLP is a local law firm that delivers international capabilities. The firm offers clients access to a network of over 950 legal professionals across 23 offices in Asia, the Middle East and Europe via their membership with the Taylor Wessing group. RHTLaw Taylor Wessing LLP is also the exclusive Singapore member of The Interlex Group, a global network of leading law firms. The firm is driven by the focus on helping clients succeed, which translates to clear and precise solutions with high-level legal and commercial insights.

Background

“At RHTLaw Taylor Wessing, we pride ourselves as a law firm that delivers international capabilities, locally. Our model is driven by the focus on helping clients succeed. It is therefore critical that we develop our IT system and applications in the new office to help our lawyers do their work better, easier and

faster.” Koh Yew Sin, IT Director, RHTLaw Taylor Wessing.

The Requirements

For law firms, the tracking of usage for printing, copying and telephony is crucial in order to recover the costs associated with matters handled by any of its lawyers. These are the same services that present significant untapped potential for cost recovery through cost-tracking, optimizing output devices and supporting environmental sustainability.

With the knowledge and experience in operating different cost-tracking and cost-recovery solutions in the market, the IT team from RHTLaw Taylor Wessing embarked on a search for a more robust and scalable solution that could meet the firm’s rapidly growing requirements. A significant consideration was the ability to integrate with their new IP phone as well as their practice management system which was not implemented when the new office was formed. The new solution must also support scanning to HP Autonomy, the document management solution used by the firm.

Getting tough on wastage and cost through smart expense tracking and a device management solution

With the establishment of its regional offices, the team had to rely on a partner who would bring significant experience in implementing cost-tracking and recovery solutions to the table.

Given the heavily compressed timeline to complete the solution evaluation, the Fuji Xerox and Nuance teams worked closely with the firm's IT team to ensure a clear and thorough understanding and definition of the requirements before proposing the Equitrac Professional solution along with Fuji Xerox ApeosPort 4C5580MF.

The Solution

The solution delivered to RHTLaw Taylor Wessing office comprised 8 units of ApeosPort 4C5580MF multi-function device (MFD) and the Equitrac Professional solution with TPC terminals. All the printing and copying jobs done via the MFD are segregated by clients and internal users with the generation of a project or billing code.

The information captured by Equitrac provides easy report generation and

streamlines client billing. All calls through the IP phones are also tracked and the duration stored in Equitrac to facilitate billing to clients.

The Results

The automated cost tracking and intelligent device management solution provided via Equitrac Professional enables RHTLaw Taylor Wessing to recover service costs whilst enhancing productivity. All services including printing, copying and VoIP calls can now be tracked and charged back to specific clients and matters with speed and accuracy.

But the story does not end here. As a leader in the smart application of technology and one who values knowledge sharing, RHTLaw Taylor Wessing will be embarking on the document management journey next by implementing HP Autonomy, an enterprise document management solution for more effective collaboration, knowledge sharing and document management.

At a Glance

The Requirements

- Secure and fully auditable
- Scalable to meet continued business growth
- Maximise productivity through the elimination of manual administrative and reconciliation processes

The Fuji Xerox Solution

- Equitrac Professional solution and Fuji Xerox ApeosPort 4C5580MF
- Secure and auditable
- Open and scalable to support both current and future integration initiatives
- Seamlessly supports the tracking, reporting and charge back of service costs

The Benefits

- Increased revenue and minimisation of administrative costs
- Enhanced security to maintain confidentiality of client records

About Nuance Communications. Nuance Communications, Inc. (NASDAQ: NUAN) is a leading provider of voice and language solutions for businesses and consumers around the world. Its technologies, applications and services make the user experience more compelling by transforming the way people interact with devices and systems. Every day, millions of users and thousands of businesses experience Nuance's proven applications. For more information, please visit www.nuance.com.

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