

Norton Rose Case Study Improving Efficiencies



Norton Rose Offices – London Riverside

“Using CapsureDC gave our scanning department the ability to automate processes, remove the potential of human error and increase efficiency” Simon Mayhew - Office Manager Norton Rose

The Challenge

During the last few years Norton Rose scanning department have been using a capture system designed in house. Although adequate in its basic functionality the system lacked production line capability commonly found in the market leading high end data capture solutions.

Senior staff felt that the current software had too many restrictions and that a more versatile system would be beneficial.

Additionally Norton Rose had a requirement to create large quantities of eBibles. Essentially eBibles are a means of electronically storing all the documentation associated with any corporate transaction. In legal circles these usually are bound volumes of cases, mergers and acquisitions and financial transactions.

Creating an eBible is a labour intensive process, requiring the use of a skilled PDF expert and takes several hours to produce. As the company craves several hundred of these per year the time taken and costs involved were judged to be quite considerable.

At the beginning of 2008 Norton Rose decided to address these two issues and seek a solution to improve efficiencies within the scanning department. The ideal solution would be capable of addressing both the capture and eBible creation aspects from within one application.

The Solution

As part of their research into the available solutions in the market place Norton Rose contacted their counterparts at Clifford Chance to see what systems they had deployed.

Capgen being a long standing supplier of scanning software at Clifford Chance were mentioned. Norton Rose contacted Capgen in the summer of 2008 to evaluate their solution.

Norton Rose needed to greatly increase the scanning department's output without increasing the current staffing levels. Implementing CapsureDC enabled Norton Rose to improve efficiency and therefore reduce costs, both vital in this current period of economic downturn and uncertainty.

After a lengthy process two finalist were selected.

Capgen's CapsureDC was chosen for a number of reasons. Not only did CapsureDC provide the functionality to automatically create eBibles and produce comprehensive reporting and management tools at no extra cost, it also did not have any punitive throughput charges associated with the quantities of documents scanned! In addition CapsureDC offered numerous sophisticated security features as part of the package, which can be deployed as and when required. The solution incorporated three top of the range Fujitsu fi-5900 production line scanners.

The benefits to Norton Rose

The benefits that Norton Rose gained as a result of selecting Capgen's CapsureDC production line scanning solution were numerous with the main highlights listed below:

- **Totally Un-metered** – No punitive throughput / click charges irrespective of the volumes that are scanned
- **Low cost of ownership** – No click charges resulted in a much lower TCO. Additionally due to it's ease of use, speed of deployment and simplicity of support lower costs are maintained throughout its lifecycle.
- **eBible Auto creator** – An ability to add an automated eBible creation solution.
- **Comprehensive Management**– More comprehensive reporting, tracking and monitoring right out of the box to monitor productivity and redeploy resources where they're needed most.
- **Security and seamless integration** – with and upload to Work-site electronic document management from Interwoven to help maintain secure automated processes.
- **Much more cost effective solution** – that automated processes, removed the potential of human error and increased efficiency of the scanning department

CapsureDC - Production line and archival capture

CapsureDC is a suite of programs specifically designed to handle the Capture and Conversion of hardcopy documents into electronic format in a production line environment, where Capture means to scan and index and Conversion means to present in a user defined format.

CapsureDC was conceived within a commercial scanning bureau environment dealing with highly sensitive, mission critical documents, which needed to be tracked from process to process throughout the life of each capture project.

Unlike that of our competitors, tracking begins from the moment the documents are received from the client to the capture department until they are safely returned and all the converted data is verified facilitating for ISO 9001 compliance.

CapsureDC is highly configurable, easy to administer and understand making it ideal for small or large, project based or ongoing tasks such as back-file and /or day-forward scanning. In-depth reporting, management, monitoring and tracking as well as workflow capability included as standard makes CapsureDC a superior scanning solution.

Optional security features:

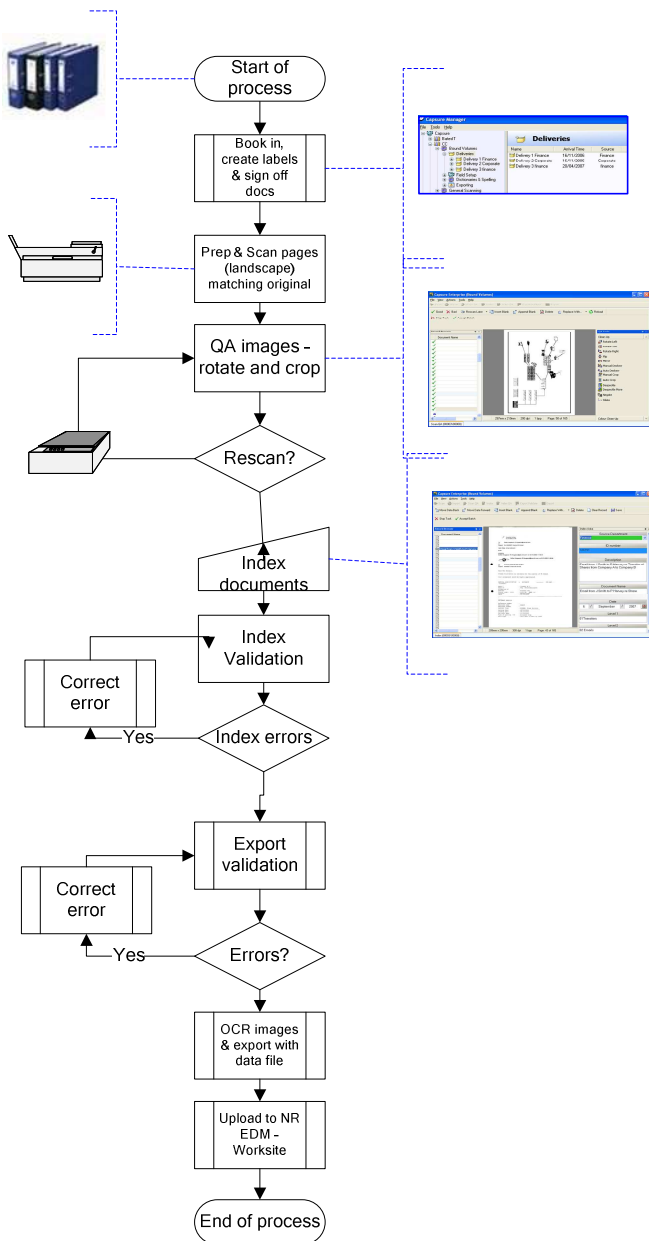
- Encryption of all data
- Full Audit trail down to image level
- Checksumming of all data
- User based security including ACLs for all projects

Norton Rose

Norton Rose Group is a leading international legal practice. That offers a full business law service from offices across Europe, the Middle East and Asia.

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Norton Rose Document Capture process

About Us

Capgen's focus is to solve business problems by helping companies understand their Information Management issues by analysing their document capture, storage, business processes and document delivery requirements.

Established in 1990 and based in London we provide companies with solutions to become more efficient and productive, working towards becoming a paper-light organisation.

Capgen are an ISV and developers of CapsureDC – Document Capture and CapsureDM – Document Management software suite, Capsure Enterprise.

We are a customer driven company committed to providing service and support that strives to go beyond customer satisfaction.

Additionally Capgen specialise in on-premise (in-house) document capture projects in highly secure environments. Together with our scanning technology partner Fujitsu we have the capability to easily capture millions of pages per month on the clients premises.

The company operates a channel partner policy and delivers its products and solutions via Technology Partners, Scanning Bureaus, VAR's and Systems Integrators participating in our Channel Partner Program

Our Clients

Capgen are proud to have worked with and served these companies during the last two decades of operation

- ACS Inc.
- Astra Zeneca, BA, BNFL, BP, BT,
- Chelsea & Westminster PCT, Clifford Chance,
- Glaxo Smith Kline, Greenwich Teaching PCT, Lloyds Register,
- Mobil, Morgan Stanley, Norton Rose, Shell,
- SRL, Southern Water, Thomson Reuters,
- Texaco, UBS, UCL Hospitals,
- Wandsworth Council.

Technology Partners and Affiliations

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|-----------------|-----------|
| Abby | IBML |
| AIIM | Kodak |
| BT | Lexmark |
| Bell+Howell | Panasonic |
| Capital Capture | SAP |
| DSC | Saperion |
| Fujitsu | Scamax |
| HP | 6PM |