



MARKETS: MIDMARKET

No More Paper Trails

(URL: <http://www.crn.com/sections/custom/custom.jhtml?articleId=184401091>)

By **Jennifer Lawinski**,

3:00 PM EST Fri. Mar. 31, 2006

With over 350 lawyers and about 250 support staff scattered in 10 offices around the United States, patent law firm Fish & Richardson P.C. was looking for a way to digitize and transmit all of its incoming mail without shuttling paper around the country.

When the system the law firm had put in place with the help of a solution provider wasn't up to par, Fish & Richardson went searching for another VAR to help solve its [document](#) management woes.

The Washington-based law firm was using Kofax Ascent Capture Version 6.0 software, so they went to the vendor to find a new partner. Kofax pointed them to Quality Associates, a Columbia, Md.-based solution provider specializing in imaging and document management.

Quality Associates, about half of whose clients fit into the midmarket space, was put on the incoming mail problem. The solution provider upgraded the law firm's Ascent Capture software to version 6.1 and reconfigured it to operate smoothly. "Fish & Richardson is one of the largest firms practicing intellectual property litigation and corporate law. As a result, much of what they process is a very high volume of patent applications," said Scott Swidersky, director of Quality Associates' Information Systems Division.

"They had all of this information, and it was critical for them to be able to deliver that information to the appropriate people very quickly," he said. "Our response was to educate them with what we believed would be the right tool for dealing with their circumstances in dealing with unstructured data."

Elizabeth Kocourek, program manager at Quality Associates, also added that the Kofax solution is a good fit for Fish & Richardson because it is scalable and can be expanded as the law firm's electronic document management needs grow.

In addition to upgrading the law firm's software, Quality Associates sold it an Ascent Capture Internet Server, which added Internet and [intranet](#) capabilities to the document management software. Integrating this software allowed the firm to have a more robust and reliable [platform](#) for receiving documents while working remotely, said Chris Swidersky, director of technical services at Quality Associates.

"Their main priority with this system is mail. All of the mail within Fish & Richardson is distributed to one central location in Minnesota," he said.

Mail must be scanned and sent from the Minnesota facility to be distributed to lawyers by noon each day.

"We also helped work on a custom panel which enables them to automate a large piece of the data entry that has to happen for every piece of mail. Each piece of mail that comes in is designated to a particular lawyer. That [data](#) has to be entered into a system, so that it knows what lawyer it has to go to," he said.

The results aren't in yet, but Rolf Hille, director of practice systems at Fish & Richardson, said that he expects the new document scanning and management system to produce cost savings in the future. "We don't really anticipate a significant reduction to cost until the entire system is fully implemented," he said.

The new system does seem to be saving time for the law firm's employees. "We have had attorneys on an anecdotal basis indicate to us that it's giving them half an hour a day in the management of their practices," Hille said. "Our next step is to capture all of the outgoing mail. [We're in] the process of developing that for this calendar year and then we'll have the complete electronic file, and once we have that complete electronic file, then we can start seeing some [ROI](#) as far as having to deal with the paper files—less storage," he said.

For Quality Associates, working with a [client](#) as technically savvy was a learning experience.

“Especially for a law firm, Fish & Richardson is a very technical company, and they are very involved in automating the document flow within their law firm. We had to come up with a system that added to the automation that they already had with their existing system. It had to be something that matched it or that was better than it,” Chris Swidersky said.

In spite of that technical savvy, Fish & Richardson was glad to bring in the solution provider.

“[Considering] the scope of the project, I don’t think there’s anything out there that would be available off the shelf,” Hille said. “We’re very pleased with the work that they’ve done for us.”

Copyright 2004 CMP Media LLC.

A promotional banner for ViewSonic. On the left, the ViewSonic logo is displayed in red, with the tagline "the choice of professionals" underneath. To the right of the logo is a small illustration of three colorful parrots. Further right, the text "SPRING INTO BIGGER SAVINGS" is written in large, bold, orange letters. Below this, in smaller black text, it says "LIMITED TIME DEALS ON SELECT BIG SCREEN 20", 21" AND 23" MODELS". The entire banner is enclosed in a thin black border, and a red arrow points to the right on the far right side.

CHANNEL WEB PRODUCT SOURCE (Sponsored Links)

[End-Of-Life \(EOL\) & RoHS Re-Design Services](#)

A2e Technologies is an expert at redesigning products to be form and function compatible with older boards and systems while ensuring long-term manufacturability and RoHS compliance. A2e can design a solution that allows you to be more competitive!

[Identify, Visualize, and Quantify Security Risks](#)

Get your FREE guide 5 Questions for Every CISO: Managing Risk Exposure and learn more about how you can now better identify, visualize, and quantify information security risks to optimize security investments. VeriSign(R) Managed Security Services

[Kaspersky: Sell The Best. Make the Most!](#)

Kaspersky's Channel Partner Program was designed to maximize our VARs margins while giving the tested best product to our customers - for less! View this short presentation and it will change the way you think about antivirus!

[Fast, Firewall Piercing Support Tools from LogMeIn](#)

Whether you need temporary or permanent access to remote PCs, LogMeIn has your solution: LogMeIn IT Reach for automatic maintenance of remote and mobile systems, and LogMeIn Rescue for instant, web-based remote access without pre-installing software.

[Batteries - PDA, Cellular, Laptop, Digital Camera](#)

AtBatt.com offers IT Managers a Configuration Tool to correctly identify the proper Mobile Computing parts such as Batteries and Power Supplies. Batteries are available for laptops, UPSs, PDAs, Cellular Phones, Digital Cameras and more.

[\[Buy a Link Now\]](#)