

Melbourne-based firm Nicholas O'Donohue & Co has a well-earned reputation for delivering outstanding legal advice and quality of service to its clients.

It also has a reputation for being an early adopter of new technologies, and as such it has a long list of technology firsts to its name. It was the first legal office to have a mechanised accounting system in 1963 and the first legal office to be fully automated with email, accounting and word processing for all its staff in 1985. The goal for the practice in 2008 was no less ambitious—it would go completely “electronic.”

“The paper-based process was very inefficient and costly. Documents were frequently going missing; lawyers couldn't collaborate or share documents; paper documents couldn't be searched.”

Kevin Guiney,  
IT Manager  
Nicholas O'Donohue & Co.

### The business challenge

The firm undertook a fundamental and complete review of its document management strategy and workflow. Commenting on the findings of the review, IT Manager Kevin Guiney recalls “the paper-based process was very inefficient and costly. Documents were frequently going missing; lawyers couldn't collaborate or share documents; paper documents couldn't be searched. Documents stored in filing cabinets took up a considerable amount of office space and the costs of maintaining documents at a storage facility increased every year.”

### Our solution

The review determined that a more sophisticated approach to document management and processing was required, one that would reduce paper, costs and risks while streamlining processes to deliver increased efficiency and productivity.

The IT team would deploy Interwoven WorkSite as its document management system. All documents would be scanned and saved into WorkSite. Lawyers would be able to find what they were looking for faster. They would also be able to collaborate and share files more easily.

Guiney selected pdfDocs Desktop and OCR Server to automate the process of converting paper documents and electronic image files to text-searchable PDFs. Guiney maintains the pdfDocs Solution provided the firm with an end-to-end solution that enhanced both workflow and end user experience. Once in the PDF format users were able to combine multiple documents into a single, secure document, which could be saved and profiled directly into Interwoven at the click of a button. No special plug ins or connectors were required.

The result was a “less paper” office, greater collaboration, simplified processing workflow, increased productivity and reduced storage costs. Moreover, scan to profile time was reduced while communication and delivery to clients improved significantly.

DocsCorp continues to work with Nicholas O' Donohue & Co to further develop and enhance its software solutions to provide firms of all sizes with the technology to manage their business-critical documents and as a result deliver fast, efficient performance and outstanding client service.