

How Delphi uses technology from DocsCorp to minimize human error



Delphi

About Delphi

Delphi is one of Sweden's top commercial law firms. Its specialty lies within high-tech fields such as IT, intellectual property, and life science. The firm's work spans the globe, thanks to clients in Scandinavia, Europe, and North America. Delphi has offices in Stockholm, Göteborg, Malmö, Linköping, and Norrköping.

The risk of human error

Human error is a leading cause of reported data breaches in the legal industry, and, given the sensitive nature of legal documents, mistakes like sending an email to the wrong person can have serious consequences under data privacy laws. Delphi, like many firms, uses technology to minimize errors and help staff work securely.

Email is the primary form of communication for law firms – and therefore, has the greatest potential for data breaches. The most common mistakes are sending emails to the wrong recipient or with the wrong file attached. To avoid these email missends, Delphi relies on the email recipient checking feature in cleanDocs.

Henrik Jarnberg, Head of IT at Delphi, explained that the IT department knew emails going to the wrong person was a problem the firm had because staff asked them to recall emails in the past. But, when the GDPR came into law, the firm knew it had to address the issue head-on to comply.

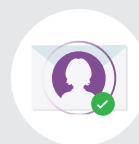
"We needed to have control over as many outgoing emails as possible. And, since we knew we had the problem of people sending emails to the wrong person in the past, we had to act because these mistakes are considered data breaches under the GDPR."

When a user presses Send, [cleanDocs](#) will prompt users to confirm what they are sending and who they are sending it to. cleanDocs will highlight external and public domains as potentially risky, as well as Reply All and Forward actions to ensure the right information is going to the right person.

When users are asked to validate the email recipients, cleanDocs also gives them the option to remove sensitive metadata from email attachments and rename or convert them to PDF.



Legal



Security



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Reducing the human error risk

More accurate document comparison

Complying with the GDPR

“ We needed to have control over as many outgoing emails as possible. ”

Henrik Jarnberg, Head of IT

“We knew from an IT perspective that metadata was a risk because it could expose personal information the sender didn't know was there. Many years ago, some of our partners asked us, 'Do we have control over this?', and we realized we didn't. Delphi has used cleanDocs for metadata management ever since.”

cleanDocs' metadata cleaning can be customized at many different levels – from a blanket enterprise policy down to a specific department or even user. At Delphi, Henrik and his team have kept things simple for staff.

“When staff press Send, cleanDocs pops-up and asks, 'What do you want to do with this file?' We have some default cleaning policies they can choose from, or they can Skip cleaning if they need to. We also have the 'convert to PDF' option ticked by default, which helps secure the contents of the attachment.”

Law firms have long experienced a problem of 'too many email add-ins.' So, the secure emailing process must be as streamlined as possible.

Henrik noted that “since metadata cleaning and email recipient checking are integrated, people see it as a one-step process. I don't think I've been asked, 'Why is this always popping up?'. It's more, 'this is great,' because they are often in a hurry and know they could make mistakes. At least now they get an alert asking them, 'Are you sure?'”

Making document comparison more accurate

Delphi also saw the potential for human error in its manual document comparison process. “The quality of the work we deliver is crucial, and it's hard to produce high-quality work if you're not 100% accurate. Manually comparing files meant things could be missed, because we're only human, after all.”

The documents Delphi's staff were comparing were large and complex. “Contracts in Word, but also PowerPoint presentations and Excel files within our Corporate department.”

The firm needed to automate the comparison process to make it 100% accurate and more efficient. It rolled out [compareDocs](#) for native comparison across all Microsoft Office file types. The result? “The quality of work is much higher and delivered even faster, thanks to compareDocs. In the first year, people would come to me and say, 'Do you know how much time we are saving using this application?' Every minute counts at a law firm, so that's a real sign of success.”

Application deployment, training, and support

Henrik was experienced in [rolling out new applications at Delphi](#), which, in the past, has included [pdfDocs](#) for PDF editing and bundling. Before the new applications were deployed firmwide, Henrik piloted them with a group of around 10 using the standard settings. “We asked them, 'Is this all right? Is it functional for everybody?' The answer was yes, so we deployed them.”

cleanDocs and compareDocs have a consistent User Interface that is simple to understand, so user adoption at Delphi was immediately high.

“In both applications, there was nothing that we needed to teach or explain. Out of the box, it just works, and it's very, very easy. Staff aren't asking us questions; they are just using it. That's the highest approval rating you can get as a software company – when people are using your products with very few support issues. That is what helped make DocsCorp applications so successful at Delphi.”

When technical support was needed, Henrik was glad to find DocsCorp could deliver it quickly and to a high standard. “I've been impressed with the quick response times from DocsCorp Support. Sometimes it feels as though you've barely submitted your ticket in the portal before someone responds.”

Summary

Delphi realized the importance of working securely and accurately in a time of strict data regulations and increasing client expectations around data protection. It worked closely with DocsCorp to roll out a comprehensive email security strategy centered on metadata cleaning and email recipient checking. At the same time, it made finding changes between documents more accurate by using compareDocs to automate the process.

“We save a lot of time thanks to cleanDocs and compareDocs. The quality of our work was good before, but now it's more accurate, and we are reducing human error. For us, it would be devastating not to have these applications.”

When asked what advice Henrik would give to similar firms, he recommended they talk to DocsCorp. “They will have a solution for you.”