

Case Study

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Calderhead, Lockemeyer and Peschke

Gaining a Trusted Advisor for Document Management and IT Services and Solutions

"On the scanning side, we receive very fast turnaround, which makes our paralegals and attorneys very happy. And the IT support makes my job a whole lot easier and frees me to spend my time on core activities. Working with Ricoh has just been a great decision."

Lisa Hilderbrand,
office manager,
Calderhead, Lockemeyer
and Peschke Law Office

ABOUT THE CUSTOMER

Calderhead, Lockemeyer and Peschke Law Office in Milford, Ohio is a law firm of five attorneys devoted to defending those who have been sued and accused of wrongdoing in civil lawsuits. The firm has defended doctors, lawyers, nurses, hospitals, nursing homes, insurance companies, governmental entities, and other professionals and businesses threatened with allegations of inappropriate conduct and behavior.

Painstaking attention to detail is a hallmark of Calderhead, Lockemeyer and Peschke. The firm is committed to handling each case with the attention to detail and thorough evaluation that a client deserves to protect the "life's work" being threatened by litigation.

CHALLENGE

Ricoh has had a longstanding relationship with Calderhead, Lockemeyer and Peschke, leasing office copy devices to the firm and servicing them. Another company had provided IT support. However, after a server crash, the firm's office manager, Lisa Hilderbrand, discovered that the IT vendor had not been keeping the firm's IT infrastructure up-to-date and she began to explore options to outsource IT support elsewhere.

During a routine visit, Ricoh's customer service representative learned of the law firm's IT issues and suggested they consider Ricoh IT Services. "We had a great relationship with Ricoh for our copier needs, but I didn't realize the company could also provide us with the IT services we needed," said Hilderbrand.

Additionally, the law firm needed a way to scan and digitally store closed case files that it was required to keep for various lengths of time to meet regulatory and insurance company standards. "We were preparing to move into a larger office space, but wanted to minimize the amount of storage space we needed," said Hilderbrand. "We wanted a convenient way to convert and store closed files electronically."

CHALLENGE

- Find a reliable, proactive partner for IT support
- Incorporate scanning solutions to reduce paper

SOLUTION

- Ricoh's IT services and 24/7 help desk support
- Off-site scanning services and a robust networked scanning solution in-house

RESULTS

- Gaining an improved IT infrastructure and a trusted advisor for IT needs
- Enhanced workflows with digital document storage

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SOLUTION

Hilderbrand was impressed when she met with the Ricoh IT services representative. "I had been struggling to find a new company to work with for IT support," said Hilderbrand. "When the Ricoh representative came in, she pointed out some things we should do before we switched to a cloud server environment. She was very knowledgeable and I knew we had found the right fit. We now get the same great service for our IT needs that Ricoh has always provided for our copiers."

In addition to successfully guiding the law firm's transition to a cloud-based server, the Ricoh IT services team has upgraded the firm's firewall, handles software related issues with computers and workstations and provides 24/7 help desk support through Ricoh's Communications, Operations & Remote Engineering (CORE) Center for IT Services. "The Ricoh team has greatly improved our network environment and they have become a trusted advisor when it comes to what we need in our new office space. They are making sure we are future-proofed as much as possible," said Hilderbrand.

Ricoh's document management services and solutions are also benefiting the law firm. "Ricoh is taking our closed files in batches and scanning and storing them offsite for us. The Ricoh rep comes by several times a week to pick up files and updates a spreadsheet for me so I can keep track of the process. Once a file is scanned, we no longer have to store the paper documents," said Hilderbrand. Additionally, the Ricoh team supports the law firm when it needs to scan, print or bates stamp documents for active cases as well as with OCR coding medical records so that they are searchable. "They also provided a solution that allows us to redact or otherwise manipulate PDF files in-house."

Scanning has become such an important part of the law firm's workflow that it is working with Ricoh to implement a more robust networked scanning solution in-house. "We will still send large medical files offsite for Ricoh to scan, but the new networked scanner will allow us to scan other documents, such as incoming mail, invoices and documents related to medical research ourselves and distribute them easily," said Hilderbrand.

RESULTS

Hilderbrand is very pleased with the services and solutions Calderhead, Lockemeyer and Peschke is receiving from Ricoh. "It's a solid company. I like the fact that even though we are working with different divisions for scanning and IT services, it still feels like I'm dealing with the same company. Our Ricoh contacts are very professional and the customer support has been exceptional."

Having Ricoh as a trusted partner has resulted in improved workflows and efficiencies throughout the firm. "On the scanning side, we receive very fast turnaround, which makes our paralegals and attorneys very happy. And the IT support makes my job a whole lot easier and frees me to spend my time on core activities. Working with Ricoh has just been a great decision," concluded Hilderbrand.



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