

Case Study

legal

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Isaac Wiles

Ricoh helps Isaac Wiles law firm modernize their workflow process



"Ricoh is highly respected in the law firm industry. I don't really hear much about their competitors and where they are in the market. I don't want to be the test site or a guinea pig for a third- or fourth-tier provider."

– Rob Sander
Chief Executive Officer
Isaac Wiles
Columbus, Ohio



ABOUT THE CUSTOMER

Isaac Wiles, a thriving Columbus, Ohio law firm, prides themselves on their Midwestern roots and ability to explore solutions from a variety of vantage points. Serving clients consisting of middle-market businesses, closely-held companies and high-income individuals, their 56 attorneys and support staff arrive at practical and effective solutions derived from a strong business perspective.

When printing technology and processes don't support these efforts, it has a noticeable impact on business. After suffering through a couple of years of continual equipment breakdowns and poor service from their existing provider, the CEO, Rob Sander, decided he'd had enough. He set out to find a new partnership—a provider who was deeply ingrained in the printing industry and had the knowledge to implement workflow improvements.

Sander had a prior relationship with Ricoh at a previous company and we had been looking for an inroad into the firm for more than a decade. It was the perfect time to refresh Sander and his team on how we could help set the firm on a path to improved productivity, advanced technology and reliable service.

CHALLENGE

Attorneys and staff were frustrated with the existing fleet of multifunction printers (MFPs) and desktop printers installed at individual workstations. Equipment frequently broke, causing productivity slowdowns. The scanning function on the devices at workstations didn't work at all, and they weren't getting quick responses to their service calls.

CHALLENGE

- Frequent MFP and printer breakdowns
- Productivity disruptions
- Inability to scan at workstations
- Slow response to service calls

SOLUTION

- Managed fleet optimization
- RICOH GlobalScan™ NX Serverless technology
- RICOH Legal Advanced Workflow (RLAW)
- 28 Ricoh MFPs

RESULTS

- Increased employee productivity
- Improved workflow process

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We met with Sander for a debrief on the situation and then brought our team in to conduct a day-and-a-half assessment and map out their print environment. We identified all the devices they had in house and talked to end users—primarily paralegals and legal assistants—to find out what they didn’t like about their current environment and what would make their work lives better.

Most of all, they wanted to be more efficient and productive. They also wanted to become a paperless organization, and to do that, they needed to scan paper documents right into their iManage document management system. But their devices at the workstations didn’t have copy and scan capabilities—they only accommodated printing.

“I wanted our administrative assistants, paralegals and attorneys to be able to turn their chairs around at their workstations and scan a document,” said Sander.

To scan paper documents into the system, they had to get up from their desks, find an operable MFP and scan the document. Being able to scan right from their workstations—without spending time at an MFP—would be a significant time-saving advantage.

Additionally, only one of the seven MFPs formerly used on each of the firm’s floors offered color printing, so if an employee needed to print in color, they had to identify which machine was equipped for color output and walk to that device—all of which consumed time that could be devoted to more productive tasks.

The firm already had card authentication protocols established for their MFPs—using a four-digit PIN number. Any solution we recommended needed to accommodate that system.



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SOLUTION

After compiling all of the data on their existing fleet and completing our interviews with employees, we formulated a plan for seamless scan and capture, managed fleet optimization and new Ricoh multifunction printers. We suggested equipping the fleet with RICOH GlobalScan™ NX Serverless technology to empower every employee to scan, copy and print without ever having to leave their desks.

GlobalScan is incredibly user-friendly with a customizable display and large graphical buttons. It's also a powerful productivity tool, allowing users to route documents to email addresses, network folders, home folders, WebDav, Desktop PCs and FTP sites.

Key to the technology package was our RICOH Legal Advanced Workflow (RLAW) capture solution to make scanning into their iManage system as easy as possible. RLAW legal document management software creates customized document workflows that are accessible with a single touch from our MFP panel. It also has automatic Bates Labeling that won't be compromised if new pages are added to an existing document. And it scans, stores and recalls key information in moments.

"Ricoh came back with a potential solution and showed us the new equipment that was out there to solve our problems," said Sander. "Their business model demonstrated to me they were thinking outside the box."

To prove our concept, we brought several key end users to our Worthington, Ohio office to demonstrate the capabilities of our Smart Operation Panel equipped MFPs. We also demonstrated GlobalScan and RLAW capabilities from other installations and used an RLAW simulator that emulates the process. The simulator showed them how RLAW would connect to their iManage system and seamlessly perform Bates Labeling, barcoding and other critical functionality.

When their contract expired with their previous vendor, they were eager to move forward with us. Beyond the solution we presented, they were impressed with our depth and knowledge in the legal industry.

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We replaced their larger MFPs with our latest technology and their desktop printers at workstations with more robust, feature-rich MFPs. We also gave them additional devices that could print in color. We then integrated the systems with the existing iManage document management system and set up GlobalScan and RLAW to complete the solution.

Prior to the rollout, their PIN authentication system was only being used at the larger, communal devices throughout the firm. We added the PIN system to the workstation MFPs—customizing the technology to accommodate their existing protocol no matter where they were scanning, copying or printing at the firm.

"I love the MFPs and they serve us very well. Ricoh's solution has met all of my expectations," said Sander.

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RESULTS

After several months with the new Ricoh MFPs and scanning technology in place, employees are more productive and able to focus on work that contributes to a case and delivers the information attorneys need—quickly and seamlessly.

“One of our assistants works with several attorneys who have extremely high expectations. Any time there is a decrease in her workflow, it’s felt throughout the team,” said Sander. “She’s ecstatic that these solutions have made her more productive and given her extra time to take care of things.”

Quieting the “squeaky wheels”

While the millennials in the office have fully embraced the new technology, some of the more seasoned workers put up initial resistance. But even those initially “squeaky wheels” have now adopted the solution.

“We have millennial power users who really know how to use it and we embrace them for training our new people who come in or others who are having problems adapting to the new technology,” said Sander.

Leading with workflow process

The relationship we had with Sander when he was at another company helped us get in the door. It also gave him confidence that if any issues arose, they would be promptly and thoroughly addressed. But what also tipped the scales toward us was our knowledge and commitment to understanding and improving their environment.

“I didn’t see those things from our previous provider and no one else came to the table talking about workflow process,” said Sander. “That was the ultimate tipping point that made us want to partner with Ricoh.”

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