

Stradley Ronon reduced annual support costs through **cost recovery** and **expense management**.

Challenge

- Decentralized scan and cost recovery systems: The firm had two different scan solutions and two different cost recovery systems throughout all their offices.
- High support costs and inconsistent user experience: Redundant scan and cost recovery systems led to increasingly high support costs.

Solution

- Nuance Copittrak: Consolidated four systems into one Copittrak solution that provided cost recovery, scan routing into document management systems, print management and ancillary recovery (FedEx, deliveries, supplies, etc.).

Results

- Reduced systems from four to one.
- Gained a single user interface for all copy, print and scanning.
- Decreased IT's budget related to system support.
- Reduced annual support costs and increased recovery adding to the firm's bottom line.

Summary

From establishing one of the first mutual funds in the country in 1928 to handling the naming rights for a major Philadelphia stadium in 2004 to preventing the NASDAQ delisting of a major public company in 2014, Stradley's responsive team of attorneys seamlessly addresses the full spectrum of clients' needs, ranging from sophisticated corporate transactions to complex commercial litigation.

In an effort to increase cost recovery and become less reliant on paper, Stradley Ronon Attorneys at Law realized that the systems they had in place were not going to accomplish their goal.



“Copittrak enabled our firm to improve workflow by providing a tool that allows us to easily scan directly to FileSite, while at the same time providing us with a cost recovery solution that helps us track and manage expenses.”

Janet L. Roedell, Director of Operations, Stradley Ronon

This set Stradley Ronon on a mission to find a centralized cost recovery and expense management solution that would allow them to meet their goal to increase cost recovery and become less reliant on paper.

The need for a single cost recovery and expense management solution

Stradley Ronon realized the systems they had in place was not meeting these goals to increase cost recovery and become less reliant on paper. They had three objectives they wanted to meet.

- 1) They wanted to increase the recovery of prints since the current cost recovery system they had in place was not being used by the users.
- 2) They wanted to teach employees how to use the solution, both to limit scan to email and migrate scans directly to FileSite.
- 3) They wanted to gain better control over third-party integration such as Fed Ex costs, including supplies and deliveries.

Increase the recovery of prints

The current cost recovery system that Stradley Ronon has in place was not being used by their end users. Printing was not being tracked properly and recovery was very low. Additionally, there were no rules around printing and/or print routing. The firm knew it was losing money and experiencing significant waste; therefore it realized it needed a solution that could solve these challenges associated with the recovery of prints.

Limit scans to email. Migrate scans directly into FileSite.

Stradley Ronon wanted to teach their end users how to scan into FileSite, their document management system. The goal was to limit scan to email and migrate scans directly into FileSite. By teaching their end users how to scan to FileSite, they could reduce paper and cost for off-site storage.

Gain better control over third-party integration costs

Another goal of Stradley Ronon was to gain better control over their third party integration costs such as Fed-Ex costs, including supplies and deliverables. Many ancillary costs were being lost in the transfer to the firm's time and billing system. They needed to be able to reduce the errors and increase the recovery cost associated by not having a connection for timely uploads set up.

Decision was made to go Copittrak from Nuance

After discussing the requirements with the firm and its on-site outsourcing provider, the firm decided that ideally they were looking for a solution that was easily adaptable for IT to support, one that accounting could work with on the billing side, and a tool that users could easily get used to.

Copittrak was the perfect solution for Stradley Ronon. In the end, the solution improved their billable recovery rate and increased user adoption by replacing two cost recovery and two scanning systems with one unified Copittrak solution for cost recovery, scan workflow and third party imports.

To learn more about Nuance document imaging solutions, please call 1-800-327-0183 or visit nuance.com.

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