

CASE STUDY



LAW FIRM CLIENT SAVES TIME AND MONEY ACROSS ENTIRE OPERATION

CHALLENGES:

- Inefficient use of technology
- Lack of innovation from incumbent provider
- High turnover, coverage issues, stale service
- Limited performance measures

SOLUTION:

- Provide motivated, inspired team members
- Enhance service levels
- Leverage office technology

RESULTS:

- Cost savings
- Higher office service productivity
- Expanded reporting metrics
- Engaged, excited & productive associates

BACKGROUND

From recruiting to deposing and rehearsing, managing clients today is a resource-intensive process for law firms. Firms must not only administer data and documents, they must host clients in a comfortable and compassionate environment that helps them through often-stressful times.

This means law firms are spending more time and money on operations than ever before. This firm was already familiar with the benefits of outsourcing its office equipment and support personnel functions, but they felt they could do even better. The firm turned to MCS to find savings and efficiencies, and put a system in place to document the results.

CHALLENGES

After an analysis of the firm's technologies and workflows, the data revealed a variety of inefficiencies including inefficient and out-of-date copy/print equipment, high costs due to inefficient technology and billing errors. Associates were not being utilized to their full potential, which led to laziness and a lack of drive to work.

THE MCS SOLUTION

To start, MCS optimized the firm's print fleet by:

- Replacing inefficient copy machines with networked multifunction peripherals (MFPs).
- Deploying eCopy ShareScan software on all of the MFPs to allow every user to perform distributed capture functions, including scanning and indexing materials into the firm's document management system, Worldox®.
- Enabling Active Directory single sign-on accessibility for distributed capture functions.
- Installing extra erase controls on each MFP hard drive.
- Adding a color MFP, giving the firm reprographic capabilities that it never had before.
- Increasing technological capabilities to include high-volume printing, imaging, copying and binding.

After uncovering billing errors from numerous outside suppliers, the MCS team negotiated with the vendors and was able to secure credit for the mistakes. A cross-validation procedure for supply and service invoices was put in place to reduce the chance of errors in the future. Additional savings were implemented by recycling, repurposing materials on hand and process consolidation.

New, enthusiastic associates with a passion for processes were hired.

RESULTS

New and improved devices and technology allowed for streamlined workflows and provided a significant number of improvements across all areas of the firm.

- The number of print jobs sent to outside vendors decreased, resulting in shorter turnaround times and impressive cost-savings.
- By applying analytics to workflows and making smart investments in technology, the new devices and programs more than paid for themselves in cost reductions and improved productivity.
- Technology changes led to improved document security, streamlined the office workflow and enabled staff to quickly store and share information via networked folders and email.

To create long-term efficiencies, MCSaXis™, a proprietary online portal and request system developed by MCS, was implemented to allow firm users to easily submit service requests to MCS's Business Services Department. The software's real-time tracking function gives users fresh status updates on requests, allowing for the elimination of the office's old paper-based system for job requests. These changes, coupled with a new MCS support team, immediately enhanced productivity.

Most importantly, MCS is measuring the firm's results against key performance indicators through MCSaXis™ Total Quality Management Reporting system. MCS tracks and evaluates the data and provides firm administration with a detailed monthly report that assesses activity against established benchmarks.

ABOUT THE MCS GROUP



Simply stated, MCS personifies excellence. For more than 35 years, MCS has demonstrated an unmatched level of high integrity and an obsession with platinum level service. We provide the legal, corporate, educational and governmental communities with cutting-edge technology and a comprehensive breadth of services including on-site managed services, eDiscovery, records retrieval and court reporting.

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