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Digital Mailroom solves data entry issues for Solicitors!

WOLLENS
Full spectrum law

Challenges

- With 150+ employees positioned across 3 different office locations, the full service law firm needed a solution to quickly and accurately capture all incoming mail into their case management system.

- The capture solution needed to integrate with their existing case management system to eliminate as much manual indexing as possible and easily distribute post items to all staff regardless of their location.

Solution

- EzeScan's Digital Mailroom Solution provided seamless integration with the existing case management system.

- Incoming mail is effortlessly scanned across the 3 locations with EzeScan Desktop Workstations and then processed at a central location.

- Digitised mail is distributed to staff via the EzeScan Web App where they can view and register mail from any device.

- Utilising database lookups, EzeScan automatically names and files correspondence against the correct matter in the case management system.

With a growing total of 150+ employees located between three law firms across the UK, a move to an agile working environment prompted the law firm to find a more efficient post system.

Wollens Solicitors have grown into one of the largest solicitors in the south west of the United Kingdom, with over 150 employees positioned across three offices. As a result of their rapid company growth, the law firm struggled to keep up with the volume of paper within the business and needed to find a solution that would help improve efficiency and drive everything towards a digital process. The key issue was to find a system that any team member in the organisation could use easily and efficiently to find important matter documentation.

Having been on their digital journey well before the pandemic, a new office move to an agile working environment was the key driver for a more efficient post system. Despite investing in a digitisation process some time ago, employees were still spending hours manually processing correspondence. Whilst post was still being scanned, there was no way of integrating the existing solution into their case management system which meant the process was still very manual.

Wollens needed a solution that would allow employees to effortlessly capture all incoming mail from the three different office locations, and automatically file and name their documents into the correct location in their case management system and eliminate as much manual indexing as possible.

Wollens approached EzeScan to implement a Digital Mailroom Solution which allowed employees to scan incoming correspondence via EzeScan DESKTOP Scan Workstations located at the three office locations. The scanned mail is then processed at a central office location, where EzeScan SERVER captures the case matter number and distributes it to the correct recipient utilising database lookups with the case management system. Using the EzeScan WebApp, employees can then view and register their mail from any device, with EzeScan automatically naming and filing correspondence against the correct matter in the case management system.

> **It was very clear that EzeScan would really solve a number of problems we were facing in integrating into our SOS system by auto filing scanned correspondence into our case management system.**
>
> **Clive Meredith, Practice Director at Wollens.**

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Results

- Time saved for the processing of mail.

- Reduction in manual data entry and mouse clicks.

- No lost mail items as everything is digital.

- Successful employee adoption.

- Work can be undertaken from anywhere.

The use of the EzeScan WebApps solution has resulted in fee earners and legal practitioners having the ability to triage their mail items in a similar process as traditional paper-based mail processes but with the benefit of approving these post items for upload via the click of one approval button.

With the help of EzeScan's Digital Mailroom Solution, the law firm has been able to identify the areas in their business that weren't working efficiently, particularly where staff were being consumed by paper.

The big benefit for Wollens IT department is that there is nothing to install on a user's device, as EzeScan WebApps is a web-based solution that can be used anywhere, that a user is safely connected to the internet and office infrastructure.

Additional benefits include the future proofing of delivery of mail items and reducing manual data entry. All staff have a view of their post for any given day, and access to it in a timely manner. The solution also provides the ability to easily route mail to another user if needed.

From a management point of view, Clive agreed that this solution solved all of the challenges that Wollens employees needed solving. Clive also noted that because EzeScan is really adaptable, they are now looking at other areas of the business where they can drive efficiency with EzeScan.

> EzeScan is a very clever bit of software. It can grow with us as a business and we have future development plans for it. Unlike other solutions, within a few days from installation people had already started to bed down with it. If I took it away now, there would be uproar from our staff. It's a very flexible solution and will help us drive many more efficiencies within the business.
>
> **Clive Meredith, Practice Director at Wollens**

About EzeScan

EzeScan provides fast, cost effective business process automation solutions including simplified document back scanning, accounts payable, data robotic process automation, forms data extraction, mailroom/correspondence automation and highly integrated EDRMS capture. With thousands of installations in Australasia, North America and the UK, EzeScan is your ideal digital transformation provider.

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