

Legal Services



Success Profile



CASNER & EDWARDS, LLP

Konica Minolta Successfully Defends Boston Law Firm in Document Workflow and Cost Recovery Case

CHALLENGE: Paul Masuret, executive director of Casner & Edwards, a mid-sized Boston law firm, had for years dealt with using multiple outdated systems to handle critical tasks. This included getting documents into their iManage document management system, and the ability to integrate chargeback for printing, copying, faxing and scanning. In addition, he needed to address a critical internal document workflow issue: How to handle high-volume printing that included receiving large files on various media – including CDs and USB flash drives – from outside counsel.

CASNER & EDWARDS According to Masuret, who's responsible for running the business side of the firm, these files include many documents in PDF format and, due to their size and varying paper sizes, would regularly crash the users' desktop computers when they were being printed. And when they would print, the documents would never exit in the order in which they were sent, causing users to have to manually recollate them. All of this tied up the computers and the users, severely decreasing productivity. "And in a law firm," Masuret noted, "time is directly correlated to money."

SOLUTION: Casner & Edwards worked with Konica Minolta to integrate Nuance Copittrak to replace the multiple applications they had been using for cost recovery which included routing to iManage and direct integration to their billing system. This allowed them to seamlessly account for their printing, copying, faxing and scanning. Building on that success, Konica Minolta's legal vertical senior account executive, John Greer, proposed Dispatcher® Phoenix to address their high-volume printing issues.

Konica Minolta's own Dispatcher Phoenix is an advanced document workflow solution that automates document processing tasks, allowing legal firms to streamline their workflow. The firm took advantage of Dispatcher Phoenix's advanced file capture and conversion capabilities to address the challenge of printing out large files and odd-sized documents in the correct order.

Greer noted that, "One of the strong features of Dispatcher Phoenix is its customization capabilities, which allows us to design workflows to match the function that the client is looking to accomplish. Casner & Edwards needed everything on 8.5" x 11" paper, but the incoming documents were of varying sizes. We were able to create a Dispatcher Phoenix workflow that monitors a network folder and then automatically converts any odd-sized documents dropped into the folder to PDF and Microsoft Word to produce the desired 8.5" x 11" size."

With this automated, easy-to-set-up solution, staff members no longer have to walk up to the MFP and select the correct paper drawer to receive important printouts. Now, all files are printed automatically, in the correct size and sequential order.

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We chose Konica Minolta because they were different than the other vendors we talked to for this project. The Konica Minolta team came in and listened to all our needs and then put together a solution that really worked for our environment."



— Paul Masuret, executive director of Casner & Edwards



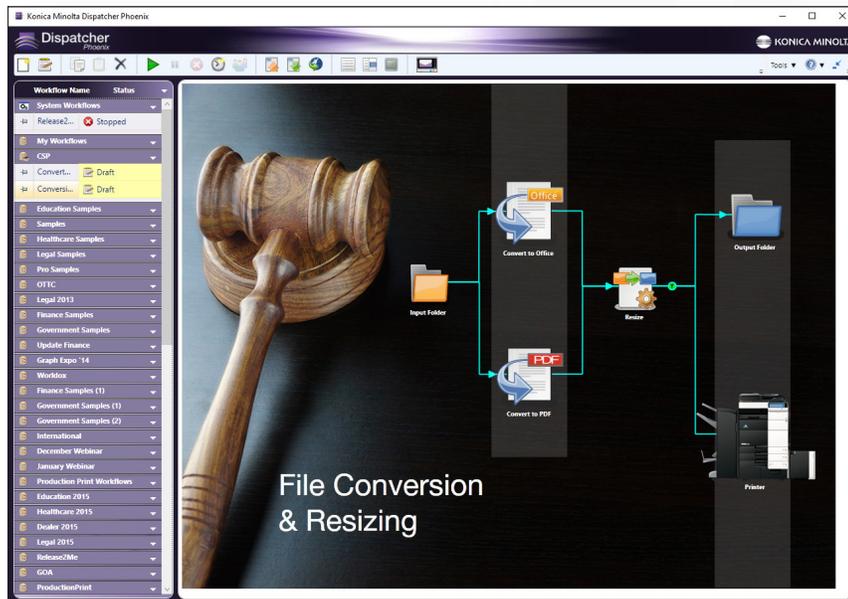
RESULTS: According to Masuret, the time savings have been significant and the client billing seamless. "The workflow solution that Konica Minolta implemented has really worked well. With Dispatcher Phoenix, we were able to move the work off of the users' desktops and all of the printing was coming out in perfect order. It saved our users a tremendous amount of time.

"We chose Konica Minolta because they were different than the other vendors we talked to for this project," Masuret added. "The Konica Minolta team came in and listened to all our needs and then put together a solution that really worked for our environment."

NEXT STEPS: "As a member of the Association of Legal Administrators, we're a close-knit group here in Boston and we're always getting calls for references on other business partners," Masuret said. "Konica Minolta will always get a good recommendation from me to my peers. They have really committed themselves to the legal market. And as for us here at Casner & Edwards, we consider Konica Minolta our business partner and will consult with them on all our future equipment and technology needs."

TECHNOLOGY:

- Dispatcher Phoenix
- Nuance Copittrak
- Konica Minolta bizhub® C754e (2)
- Konica Minolta bizhub C654e (2)
- Konica Minolta bizhub 654e (1)



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KONICA MINOLTA

KONICA MINOLTA BUSINESS SOLUTIONS U.S.A., INC.
100 Williams Drive, Ramsey, New Jersey 07446

CountOnKonicaMinolta.com

