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Behind the scenes
of the modern
law firm

Must-have tools for best-in-class collaboration and productivity

Reimagining legal collaboration and productivity

No matter your firm's size, target clientele or expertise, you draft, file and exchange hundreds—even thousands—of documents daily. They come in multiple formats—paper documents, email, Microsoft Word files, spreadsheets and PDFs.

Efficiently and securely organizing, managing and sharing these documents takes time, effort and money, which ultimately impacts your bottom line. Plus, without proper precautions, sensitive data could get into the wrong hands when it's exchanged between parties.

To address these challenges, modern law firms embrace document workflow and management solutions designed to streamline collaboration and information-sharing. In addition to improving efficiencies and reducing costs, these solutions help law firms maintain compliance while keeping client, financial and intellectual property data secure.

This E-book walks you through the features and capabilities modern law firms use to improve internal workflows and boost productivity.

The realities and consequences
of manual document management

Realities

Poor visibility or control of bottom-line expenses associated with document creation, storage, retrieval and management processes (total workflow expense)

No awareness of printing impact on the organization

Ineffective utilization of multifunction products (MFPs) to scan and securely share documents

Reliance on expensive, inefficient PDF software

Non-secure printers, fax machines and MFPs expose information to outside parties

Employees have access to all MFP functions

Firms manually print and edit paper documents, and warehouse them until they're needed

Consequences

Unprofitable flat-fee arrangements or lost billable expenses

Unknown printing cost leads to limited or no budget control over total print costs

Continuation of inefficient, expensive and insecure paper processes

Unnecessary expenditures on software licenses or subscriptions, low employee productivity, increased case administration time

Poor firm reputation, legal malpractice claims, compliance issues

Increased risk for unauthorized document accessibility, changing or sharing

Costs and inefficiencies rise during the litigation process; time is wasted as employees try to retrieve information

1 Streamlined document management and productivity workflows

The traditional legal workflow is arduous, inefficient and costly. It takes a lot of time and effort to manually upload and print documents, share them, have appropriate parties approve information or provide feedback, and then scan and deliver these documents to the final recipient or location. This time and energy is better spent on projects and tasks that encourage business growth.

Modern law firms rely on document management and workflow solutions to close the gap between disconnected teams and processes—creating less expensive, dynamic, streamlined and automated workflows.

Must-have tools for successful internal collaboration

- [ ] **Improved document building and management:** Large documents can't be fed into a smart MFP simultaneously, so information must be broken up, scanned separately and reassembled. The right technology makes this process fast, efficient, reliable and secure.

- [ ] **Desktop PDF software for review and revision:** Authorized parties can quickly combine, comment, stamp, highlight and add edits to documents.

- [ ] **Integration with supporting devices and platforms:** Software middleware, add-ins and support for cloud-based collaboration systems can help in-house and virtual staff access documents using any device.

- [ ] **eDiscovery document OCR:** Client information can be contained in hundreds or thousands of PDF files, emails, application files and documents in various formats. PDFs with annotations, image PDFs with annotations, and image PDFs with form fields all must be converted so they're searchable for eDiscovery.

## 2 Security controls keep sensitive client data protected

Document security is arguably one of the most pressing issues for legal firms today, and rightfully so: Regulations, such as the Health Insurance Portability and Accountability Act (HIPAA) Omnibus Rule and the Federal Gramm-Leach-Bliley Act, require firms to keep medical, financial and intellectual property data secure—or risk being fined or criminally charged.

Analog fax machines, unsecured digital MFPs and printed papers mistakenly left unattended increase the likelihood that unauthorized parties will obtain sensitive information. Plus, without the right security controls, firms open a pathway for data exposure and theft. While cybercrime is growing, data loss and breaches also result from poor internal employee practices, human error, theft or loss of portable devices, and even employee sabotage.

To protect data when it's at rest, in motion and in use, modern law firms embrace comprehensive security measures that include the print and capture of documents.

Must-have data security tools

☐ **Authorization:** Password or smartcard-based authentication assures that only authorized employees can access specific devices, network applications and resources.

☐ **Authentication:** User credentials must be verified by PIN or PIC code, proximity (ID), or by swiping a smartcard to access documents containing client information.

☐ **Encryption:** Secured communications between smart MFPs, the server and allowed destinations ensure only users with proper authorization can view documents. All data is encrypted and is never stored on a device.

☐ **Secure output:** A secure queue holds print jobs and outputs them only when authorized employees authenticate and release them.

☐ **File destination control:** Documents are captured to accurately and securely route them to the correct destination from any MFP.
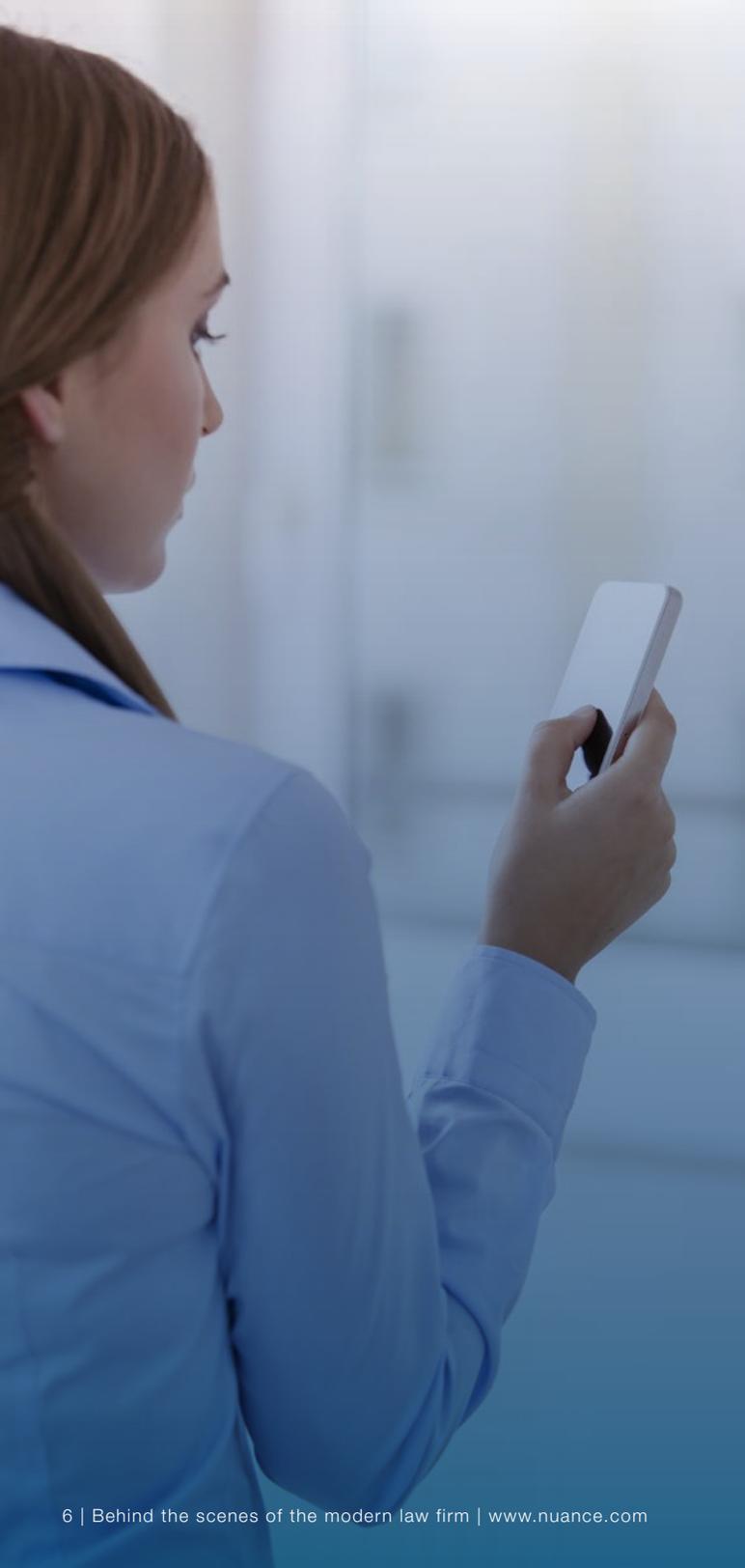
3 Mobile productivity tools

Being able to do almost anything from your mobile device is not just convenient anymore—it's imperative. More legal employees today use their personal smartphones and tablets to check emails, access case information, and even access, edit and share documents.

Firms must extend secure mobile solutions to their employees, so they can send documents, photographs and other electronic files wherever they are.

Must-have tools for anytime, anywhere productivity

☐ **Electronic forms:** Securely deliver form-based applications to remote employees.

☐ **Mobile capture:** Photos, videos and screen grabs can be captured via smartphone and tablet, and then securely delivered back into the business process.

☐ **Secure mobile print:** Initiate print from mobile devices regardless of location.

☐ **Secure mobile guest printing:** Firm guests can print documents by submitting to a secure print queue and receiving a PIN back on their mobile device that can be used at the MFP to release jobs.

4 Document tracking and workflow management

Manual document management and productivity has introduced untracked and unbilled work methods. Finding, printing, editing, sharing and scanning paperwork takes a lot of time. Firms must more reliably capture and understand costs associated with document management and collaboration. Modern law firms do this with in-depth printing data and reporting. Taking similar measures will allow your firm to accurately build flat-fee arrangements that are as profitable as possible based on evidence you can demonstrate, or recover costs directly if acceptable to your clients.

Must-haves tools for comprehensive data capture and reporting

☐ **Real-time reports of document activities:** Track and archive all jobs that travel from desktop to printer.

☐ **Integration with time and billing systems:** Feed transaction data into the appropriate systems in real time to ensure accurate reporting and give clients appropriate charges.

☐ **Printing rule enforcement:** Set internal requirements to reduce total print volumes and costs. For example, firms can require two-sided printing for certain documents, prohibit the use of color or show users alternative job costs so they see more options.

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About Nuance Document Imaging

Nuance Document Imaging provides the software solutions and expertise required by professionals and organizations to gain optimal control of their document output and information capture processes. The comprehensive suite of leading-edge solutions provides the opportunity to reduce the costs of cumbersome workflows and eliminate gaps across the lifecycle of their documents from origin to archiving. Nuance's cross-platform compatibility provides seamless deployment across all MFPs, printers, desktops and mobile devices. With an intuitive user-experience, Nuance delivers more efficient and natural interactions with the technologies used to create, print, scan and process documents securely.

Conclusion:
Start modernizing your law firm

Legal documents are being created and shared in entirely new ways. To keep pace, modern law firms are modifying their internal collaboration and productivity processes, while also improving efficiencies, streamlining workflows and maintaining compliance.

Learn how Nuance Document Imaging's Legal Solutions can help your firm get a more comprehensive view of workflows, streamline operations and enhance profitability.

Start Now

Or give us a call at 1-800-327-0183