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But the key outcomes of this cost-saving measure, says Henry, is that the firm can afford to invest in technologies that will bolster productivity. “Elkington and Fife has an ethos of using technology to fund technology and we are planning on investing in a document management system, which will help the firm become considerably more efficient and GDPR compliant in the future.”



**Our project with EzeScan is getting people ready for DMS by getting them used to a paper-light system, where filing is faster, documents are more accessible and collaboration is easier.**

**Claire Henry, records manager at Elkington and Fife**



Henry says that while a DMS could make the firm more efficient, the firm’s processes have already been streamlined by its digital filing system. The practice now uses a Kodak scanner selected for its quietness and ease of use, to scan documents, which are then registered in the back end of the firm’s CMS. “The scanner, leased to us by EzeScan, produces a superior image quality of document even when the quality of the original is poor. It also uses optical character recognition technology to register every word in the document.. So, not only is it easy to get hold of documents but to search them as well.”

She adds that, as such, fee earners find it much easier to find the relevant files when needed. The process of filing documents has also been improved. Henry says that categorising and storing physical files was a time consuming task that could have been simpler. “We digitally converted our internal reference numbers into barcodes, which enables the scanner to save it straight into the file we need – little input is needed.”

“But perhaps the key productivity benefit the firm has reaped from this technology is that it enables staff to work remotely. The library is accessible from anywhere with an internet connection and it’s enabled our fee earners and consultants to work much more flexibly, whether because it saves them carrying enormous files around with them to see clients, or if they need to work from home or even on holiday.” And these process improvements make the firm’s service considerably more competitive.

“It takes a lot of chargeable time to wait for physical files to come out of storage or to be reviewed or simply to search for the right file. This system saves us an enormous amount of time and effort, which translates into a higher-quality service, which, in turn, benefits the client by helping make their business more competitive.”

Providing a high-quality service is enormously important for firms looking to deliver competitive advantage to clients, and creating a paper-light digital filing system is an easy win for firms looking to save money and drive efficiencies.

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### 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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