

Equitrac Automates Processes at Foulsham & Geddes to Deliver Greater Productivity plus **Easy and Accurate Cost Recovery.**

Challenge

- Automate cost recovery processes
- Streamline internal workflows
- Improve productivity

Solution

- Deployed Nuance's Equitrac

Results

- Automated cost recovery process
- Improved efficiency and productivity
- Accurate client cost recovery
- Cost savings on paper and toner

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Jacob Carswell-Doherty
Solicitor Director, Foulsham & Geddes

Aware of the benefits that technology can offer, many legal firms of all sizes are exploring and embracing technology in a bid to streamline processes, recover client costs and improve productivity. One such firm is the Sydney based company of Foulsham & Geddes. A general practice, the small firm was keen to automate its cost recovery processes to save time and improve productivity. While working on a legal matter, Foulsham & Geddes stumbled across Nuance's Equitrac. This resulted in a partnership that has since proved immensely rewarding.

Founded in 1973, the firm specialises in all property, estate planning, probate, civil litigation, business and commercial law, and family law matters. Its focus is private individuals and small business. Constantly busy, the firm was keen to implement a software solution that would streamline and improve its internal processes and in particular, its cost recovery process, to save time and free up resources.

'Until we discovered Nuance Equitrac all of our cost recovery had been handled manually. The cost of all printing, photocopying and scanning carried out on behalf of clients was worked out and allocated manually. We were well aware that this method was laborious and antiquated, and we also knew that it was extremely time intensive, so we were very eager to automate the process,' explained Jacob Carswell-Doherty, Solicitor Director at Foulsham & Geddes.

While working on a client matter, Jacob came across Nuance Equitrac and privy to the fact that the firm was on the verge of exploring software options, he decided to investigate Equitrac further. 'I did some initial research to see if Equitrac would be suitable for Foulsham & Geddes. I also made enquiries among colleagues and clients to see if people were using the software and to gauge any feedback,' said Jacob.

The feedback Jacob received was overwhelmingly positive and so he contacted Nuance directly with a view to asking them to assess the software's suitability in meeting the firm's needs. According to Jacob, Nuance proved to be very meticulous and professional from the onset. They examined the firm's needs and confirmed that Equitrac could assist Foulsham & Geddes in automating their internal processes and in particular, their cost recovery process, and the firm agreed to implement the software solution.

Nuance's Equitrac allows firms to effectively monitor and manage their printing, scanning and copying activities. It also allows firms to automatically track costs and eliminate wasteful output. Powerful and smart, Equitrac also provides detailed, meaningful reports so that firms can make informed decisions about productivity and costs, and helps them to establish greater control over document output and the devices themselves.

Throughout the implementation process Nuance proved to be extremely responsive and their expertise became apparent. Jacob explained that it became clear during the installation phase that it was not going to be possible to integrate Equitrac with the firm's existing practice management software because a connector was missing. Rather than disowning the problem, Nuance tackled it head on.

'Nuance could have walked away from the issue as the problem had nothing to do with their software but with our existing technology. Instead, they devised and implemented a connector that would allow the various programs to communicate. Nuance's expertise and can-do attitude was not only very professional, but also refreshing. They certainly went above and beyond, to make this work for us,' said Jacob.

Since implementing Equitrac, the firm has seen the manpower needed to manage and disburse its client costs drop considerably. In fact, not only has the software automated processes and helped free up resources, it has also helped the firm address a hidden problem. It became apparent that the firm was significantly under charging clients for photocopying, scanning and printing.

'We had suspected that we might be under charging clients for these activities, but we never assumed that we were so severely underestimating costs. When Equitrac highlighted the extent of our miscalculations we were surprised,' said Jacob.

'Equitrac has also helped us save on paper and toner costs because people now think twice about printing and photocopying. The transparency that Equitrac provides makes all costs accountable and this means our people now assess the need before undertaking the task,' continued Jacob.

'With these savings in mind, it is also pleasing to note that from a cost point of view, our return on investment is going to be almost instantaneous. In fact, in every possible way, our purchase of Equitrac and collaboration with Nuance could not not have proved more fruitful,' concluded Jacob.

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