



Managing Risk

Arnold Bloch Leibler is a leading Australian commercial law firm with offices in Melbourne and Sydney. With over 200 employees, the firm provides strategic legal and commercial advice to a diverse range of Australian and international corporations, high-net worth individuals and large family businesses.

Arnold Bloch Leibler has developed a reputation for its innovative, commercially focused advice and is regularly involved in some of the most important landmark transactions in the country.

The role of electronic filing and workflow in law firms has significantly changed over the last ten years and Arnold Bloch Leibler is no exception. David Leong, Director of Information Technology at Arnold Bloch Leibler commented, "Since joining the firm my role has evolved and I now focus on process improvement, risk management and driving productivity and profitability."

At a glance

Company

Arnold Bloch Leibler
www.abl.com.au

Industry

Legal

Canon products used

eCopy, 11 multifunction devices

Benefits

Created an effective workflow
Minimised risks associated with electronic storage and information management
Reduced print and copying

Issues

Storing information effectively in a law firm is paramount and when dealing with both electronic and paper based information this can be a challenging task. As part of an email management project, Arnold Bloch Leibler ran employee focus group meetings and surveys over 12 months to understand how staff were managing their information. "The feedback was very revealing, especially in regards to how employees were filing their documents. For example, staff were saving matter related information in locations that IT and management were unaware of," said David.

From this information, Arnold Bloch Leibler was able to determine the scope-of-work needed to ensure its email management/electronic filing project would be a success and eliminate any document management issues. "Based on the information gathered from our focus groups and surveys and the requirements of our document management system, we looked to design a better way for all staff to manage their emails, provide improved scanning capability and workflow processes," said David.

“By positioning the email management/electronic filing project as a risk management task rather than an IT initiative we were able to gain the full support of the firm’s Partners.”

Also, with print and copy disbursement recovery declining, photocopiers, printers and multifunction devices were seen as a cost to the business and Arnold Bloch Leibler needed to ensure that its print and imaging environment was running as cost effectively and productively as possible.

Solution

"The solution we were after was not all about device performance and cost per click, but business value," said David. In order to find the right solution Arnold Bloch Leibler decided to go to tender and issued a request for quotation (RFQ) which supported the desired outcomes of its email management/electronic filing project.

“The responses to our RFQ very clearly indicated eCopy and Canon were the right solution for our requirements. Canon’s eCopy technology allowed us to create a workflow that supported our email management/electronic filing project by allowing employees to scan paper documents into their email or matter files directly. Storing these documents in a central document repository allowed us to effectively make an electronic backup, it also made them accessible to other staff working on the same matter.”

- David Leong

One of our main objectives was implementing a solution that would have little to no impact on the day-to-day work practices of the firm. As a result, Arnold Bloch Leibler were very prescriptive with its plans to introduce the new technology and very mindful of the change management aspects of the roll out.





“We wanted to make the transition as seamless as possible. By drawing on John Kotter’s change management principles and adopting Prince2 project management methods we were able to make the implementation a success.”

Following the successful rollout of email management/ electronic filing to legal staff throughout the Sydney and Melbourne offices, administrative areas also saw the benefits of implementing eCopy to improve workflow and staff productivity. Arnold Bloch Leibler’s Records Management department was one of the first to adopt eCopy, using the software to enable staff to better manage important client paper based documents. More recently, the software has been used in Arnold Bloch Leibler’s Human Resources department to create and manage electronic staff files and there are plans to extend this further to the Finance and Trust area.

Results

The implementation has seen Arnold Bloch Leibler improve staff productivity, reduced costs and minimise risk through the introduction of effective workflow.

Once eCopy was rolled out the amount of scanning undertaken by the firm increased significantly.

“By digitising paper documents and using a secure central repository for storage and retrieval, the amount of printing and copying undertaken by staff has reduced and our information management dramatically improved.”

For more information on Canon’s business solutions visit
www.canon.com.au/en-AU/Business

Canon