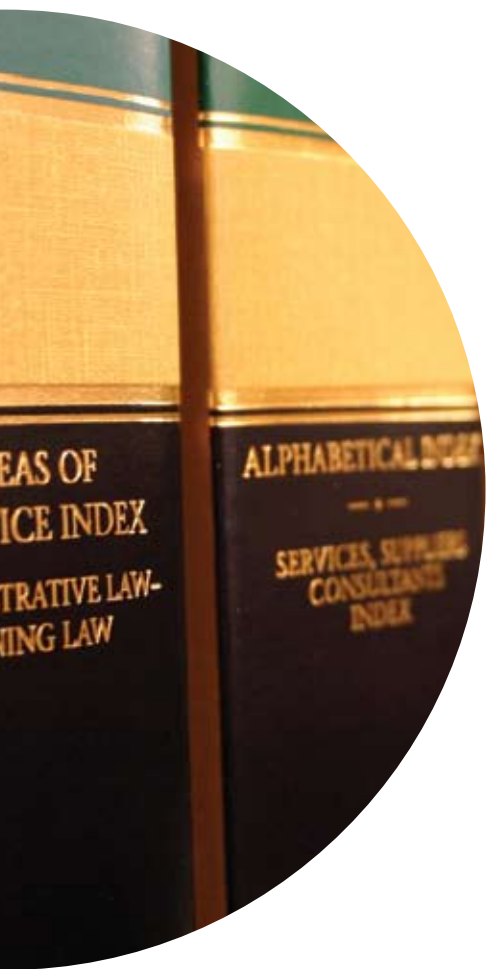


Case Study

Legal

Allen & Gledhill



Unified Messaging Solution Results In Greatly Improved Turnaround Time

With the Kofax system in place, logging into different systems and trips to the fax machines became a thing of the past. Allen & Gledhill's users now enjoy increased convenience and flexibility in their work processes. They can now send and receive faxes from their desktops.

Founded in 1902, Allen & Gledhill has grown from a colonial partnership of two to become the largest law firm in Singapore with over 250 lawyers. Their focus is on providing a premier legal service to a wide range of premier clients. Over the years, the firm has received numerous accolades and awards from respected legal publications and directories. They are the only law firm in Singapore which is consistently ranked at the top of the league tables for every major area of practice: Financial Services, Corporate & Commercial, Intellectual Property & Technology, Litigation & Dispute Resolution and Corporate Real Estate.

“Having the images available on screen is a major efficiency for our staff. We no longer have to go searching through physical paper in response to queries, everything is on the screen in an instant”

Patsy McCauley, Accounts Payable Manager

The Challenge

Allen & Gledhill, like many legal organizations, regularly looks at opportunities to increase its efficiency and reduce overheads. As with all legal firms, the amount of paperwork involved is tremendous. Moreover, with so many users plus the various types of messages involved – e.g. faxes, paper documents, physical mail, e-mails, etc – what the firm needed was a single and uniform platform in order to properly and efficiently manage this inflow and outflow of information and data. The firm also wanted to maximize their existing IT investments on MS Exchange and Cisco gateway.

The Solution

The Kofax Communication Server was implemented. Users are now able to send and receive faxes from their existing mail client, i.e. MS Outlook.

Results

With the Kofax system in place, logging into different systems and trips to the fax machines became a thing of the past. Allen & Gledhill's users now enjoy increased convenience and flexibility in their work processes. They can now send and receive faxes from their desktops. Kofax's high end fax solution enables the sending of faxes using FoIP (Fax over IP), which brings many benefits including least cost routing and non-repudiation.

At the same time, TC Fetch allows the firm to retrieve statistics on faxes sent successfully. With the report generated by TC Fetch, the firm is able to accurately monitor and hence accurately bill the users for fax charges.

“Costs were reduced dramatically as maintenance costs of fax machines and paper usage dropped. Integration effort was minimal due to the open and international standards used by Kofax solutions. Another benefit driven by the single and centralized point of administration was that minimal administration efforts were required. Moreover, the firm now has better control, as all fax communications are now traceable and can be accurately charged to the respective departments and users. Staff are more productive, client relations have been enhanced, and Management is satisfied,” said Tania Waters, Project Manager of Allen & Gledhill.

About Kofax Solutions

Kofax solutions provide industry-leading client integration for Microsoft Exchange. Virtually all means of communications— whether voice, e-mail, SMS, CTI and WAP – are transparently integrated into Microsoft Exchange and Outlook clients. In addition, Kofax provides users with the options of fax preview before sending and real-time sending status. Also, as Kofax solutions were developed with non-technical users in mind, legal staff do not require any additional training in order to use the system. Hence, lawyers can continue to devote their concentration on their core business responsibilities, hence guaranteeing future success with increased billable minutes, whilst reducing overheads.

For more detailed product information, visit us at: www.kofax.com.