

# Case Study: Law firm

## Desktop faxing solution for law firms

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IT Support Manager



### Background

This case study tracks one of the south east's premier full service law firms who wished to remain anonymous. They provide practical and quality expertise through their services for businesses, organisations and individuals spanning regional, national and international needs. Above all, they believe in getting results for clients in the most effective way at very competitive rates.

They have a team of over 100 partners and a total staff of over 700 operating from a network of offices in key locations throughout London and the south east.

### The problem

As with many law firms, they were responsible for handling large volumes of documents, often being sent or received via fax machines. For a long time faxing has been a standard method of communication in the legal sector, as it provides security and the ability to include signatures.

Solicitors, secretaries, support staff and office maintenance used fax machines to send a range of documents including support agreements, contracts and legal correspondence regarding cases. They had installed more than a dozen fax machines in their London office alone, yet employees would experience frustrating delays waiting at a fax machine.

### The requirement

The law firm had considered purchasing additional fax machines but this seemed like a short term solution that would not meet their longer term requirements. Essentially they wanted a solution that could eliminate fax machines from the office and provide employees with an easy to use method of sending and receiving faxes without leaving their desks.

They also wanted a solution that would meet a specific requirement of law firms; the need to maintain a record of all correspondence relating to a particular case. They had already invested in a document management system from Interwoven, but they needed a faxing solution that could

What they say about  
Zetafax

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integrate with this to store copies of all incoming and outgoing faxes. In addition, they had purchased eCopy to work with their MFD (Multi-Functional Device), but needed a solution that would handle faxes sent from this device and once again archive them to Interwoven.

## The solution

After reviewing their options, the firm chose to invest in a 100 user system of Zetafax with unlimited fax lines. They also purchased the Zetafax API as this allowed them to integrate with their Interwoven document management system and eCopy MFD connector.

Their IT Support Manager says, "I reviewed a number of possible options but only Zetafax provided an intuitive desktop faxing solution with the ability to integrate seamlessly with our existing business systems."

## The benefits

Since integrating Zetafax, the law firm has experienced a whole range of benefits across the business. The most obvious benefits have been the reduction in the number of analogue fax machines and associated costs, as well removing the time that was wasted manually faxing documents. Now employees can send and receive faxes from within Microsoft Outlook and Zetafax automatically archives correspondence, without interaction required from the user.

Their IT Support Manager explains that, "Everyone on the network now has the ability to manage faxes from their desktop. As Zetafax integrates with our document management system, authorized personnel can also gain access to faxes archived by other users. We have a legal obligation to store all correspondence and Zetafax allows us to do that whilst enabling instant retrieval. It's quicker, easier and safer than keeping a hard copy, as documents are protected against the dangers of fire and theft."

Equisys produces software packages for document production and delivery, including the award winning Zetafax® network fax server and newly acclaimed Zetadocs® PDF software that creates and emails personalized PDF documents.

Our software products are designed for small and mid-market businesses, and for departmental use at multinational companies. They stand out from the competition by being simple to install and manage, reliable and great value - backed by outstanding service and support.

We have over 60,000 customers, in more than 100 countries, who are served through an international partner network of distributors, VARs, resellers and ISVs.

Our market leading fax server, Zetafax, speeds the flow of critical business documents by enabling users to send and receive faxes on their PCs. It integrates with ERP, CRM, accounting and other applications for automated faxing from those systems, providing auditable records of fax communications.

Zetadocs helps users work smarter by creating and emailing PDF documents, streamlining business processes to remove tedious manual procedures and help companies improve the service levels they offer.

Equisys was founded in 1987 and has offices in London, UK and Atlanta GA, USA.

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