



## IKON Case Study

### John T. Turco Law Offices

#### Customized Solution Saves Time and Money

##### CHALLENGE

- Inefficient manual paper-based filing process
- Expensive off-site space used for document storage
- Slow access to critical information

##### SOLUTION

- Customized scanning solution utilizing Kofax Ascent Capture
- Direct interface with firm's case management software

##### RESULTS

- Annualized savings of over \$25,000 a year
- 50% estimated increase in productivity
- Extremely high user acceptance
- Drastic reduction in paper
- Elimination of off-site storage facility

John T. Turco Law Offices was founded in 1989 in Omaha, Nebraska. The firm is known in Nebraska for its expertise in the areas of consumer and small business debtor bankruptcy law. John T. Turco Law Offices employs five full-time attorneys, as well as three full-time legal assistants and two support staffers. The firm receives about 60 new bankruptcy cases per month.

##### CHALLENGE

In October 2005, extensive changes in consumer bankruptcy law took effect with passage of the Bankruptcy Abuse Prevention and Consumer Protection Act of 2005. This new law imposed new requirements to file for bankruptcy, effectively increasing the complexity of the process, and quadrupling the volume of documentation necessary for each case.

At the same time, John T. Turco Law Offices was growing, and therefore facing great challenges in managing their files and the associated volume of paper. The process to manually manage and retrieve paper documents was very time-consuming for the firm. It was also prone to errors when files or documents were getting lost while handled. As files only existed in a single paper format, they could only be used by one employee of the firm at a time. The sheer volume of paper produced was so great, that the firm had to use an off-site storage facility, and was forced to add a new filing cabinet every two months. This was becoming not only frustrating for the firm, but also quite inefficient and costly.

##### SOLUTION

John T. Turco Law Offices turned to IKON Office Solutions to find a solution to their document management challenges. "IKON was very responsive and receptive to our request for help. They came in and understood immediately the challenge we were facing, and proposed an affordable solution that met our needs," said John T. Turco, Founder. "Offerings from other vendors were either too costly or not suitable for a small firm."

*"IKON understood immediately the challenge we were facing, and proposed an affordable solution that met our needs"*

John T. Turco, Founder



**Document Efficiency**  
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*“IKON has provided a strong, competitive advantage for our firm.”*



IKON developed a customized scanning solution for the firm, utilizing the document capture software Kofax Ascent Capture. The solution interfaces with the firm's case management software, LexisNexis Time Matters, to create and retrieve the appropriate case information, scan documents and import results into the system for easy storage and retrieval.

When a new document is created, the user goes into Time Matters to find that client. A merge document is created in Microsoft Word (extracting file number, type of document, date etc.) together with a description. The system prints a cover sheet that translates the information into barcodes. This cover sheet goes on top of the document to be scanned. A cover sheet is created for each item that needs to be scanned. Users collect these sheets until they are ready to proceed with scanning — scanning does not have to occur right away. When they are ready, they bring the cover sheets collected over to the scanner and start the scanning process. Kofax Ascent Capture cleans the document and scans the image, validates it, and converts it into a searchable PDF file. This file is then imported into Time Matters, where it rests on a server. Kofax Ascent Capture is able to read the barcodes and create the exported file. Once scanned, the paper document is shredded.

Everyone, from attorneys to receptionists and paralegals, use the IKON solution to scan and retrieve documents — in fact it is the “most popular workstation in the office,” says Turco. About 50,000 images are produced every month, including 25,000 for new business and 25,000 for archives.

## RESULTS

John T. Turco Law Offices is thrilled about the savings and increased productivity they have realized with the IKON solution. The firm estimates that productivity has increased by 50%. Cost savings include \$25,000 a year in human resources, plus \$1,200 a year resulting in the loss of the off-site storage capacity. The firm estimates that more savings will come, as their clients continue to request archived information.

Employees are able to access documents from multiple locations at the same time. They are able to retrieve information right from their computers, whether they are in the office or remote. User satisfaction is very high.

By developing a customized solution, “IKON has provided a strong competitive advantage for our firm,” says Turco.