

LEGAL INDUSTRY AN eCABINET SUCCESS STORY



Staver & Souve, P.C.

HIGHLIGHTS

Company

Staver & Souve, P.C.

Company Profile

A general practice legal firm

Industry

Legal

Key Business Challenges

- Need to store documents
- Need to retrieve documents quickly
- Reduce file storage needs

Key Business Solutions

- Set up an archiving and retrieval system for documents

Applications

- Case Management
- Document Archiving

Installation Overview

- RSV eCabinet
- HP Digital Sender

Benefits

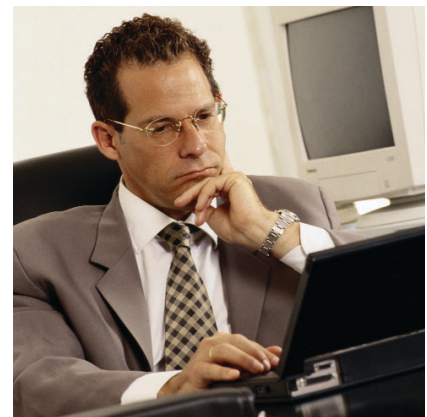
- Savings in file storage costs
- Better customer service
- Improved work efficiency

“There is no substitute for a client’s feeling that their matter is so important that the attorney has the information at his or her fingertips, even when the client calls a year after the matter was concluded.”

*Peter J. Staver, Esq., Founding Partner
Staver & Souve, P.C.*

Staver & Souve was founded in 1986 and almost immediately began experiencing a problem common to most professional service businesses: storing paper files. As the firm grew over the years, the problem with paper also grew exponentially. In 1995, when they actively began looking for alternatives to physical file storage, Staver & Souve’s per client filing costs were already averaging \$125, and were only expected to increase as the cost of both clerical support and real estate continued to rise.

For years, Staver & Souve explored digital alternatives using scanners, various versions of OCR software, and different storage media including hard disk storage and CD-ROM, yet none of these met their needs. So, instead Staver & Souve identified the essential elements of what they needed to overcome their paper obstacles, and searched for a solution that would accomplish all of their goals.



“As we accumulated more and more versions of a database and more and more CD-ROMs, retrieval of the data was anything but simple or reliable,” says Peter Staver, Founding Partner of Staver & Souve. “Training time for new clerical people was intensive and we often found that only one person actually knew how to retrieve a digitally stored file. It also became rapidly apparent that conventional storage media did not offer backup security since the media was kept on-site. The loss of even one CD represented the loss of significant information. We wanted

to have full confidence in our system so that once the paper file was converted to a digital format, the paper file could be destroyed. We needed a solution that offered foolproof storage and clear identification of files and content, with easy-to-use storage and retrieval for our staff. The storage media had to be secure, redundant, and always available.”

“We have found the reliability of eCabinet to be beyond our greatest expectation.”

Staver & Souve selected Ricoh Silicon Valley’s flagship product, eCabinet™ as the central element of their electronic filing system. eCabinet is a powerful electronic file cabinet which allows effortless capture, storage, and retrieval of office documents directly from a Web browser. Designed for enterprise workgroups and other document-intensive businesses like law firms, eCabinet automatically captures, digitally files, and instantly retrieves important office documents like emails, faxes, photocopies, scans, printouts, and Web content. When coupled with the HP 8100 or 9100 series Digital Sender, the solution accomplished every one of Staver & Souve’s goals.

“While our clerical staff is very well trained, transferring paper files to an electronic format can be labor intensive and is usually not a high priority in the day-to-day operation of the office,” explains Staver. “The file storage process was often interrupted by more pressing assignments. Mistakes were often made and ignored, documents were skipped, or even worse, files were scanned but not saved.” So first Staver & Souve used an

Hewlett Packard 9100 Series Digital Sender to perform their scanning functions and get the information into Ricoh Silicon Valley’s eCabinet for indexing. They’re now able to scan an average of five large client files per hour,



without errors, while performing their routine daily functions, even with continuing interruptions. Any amount of paper can be scanned. Documents do not need to be identified at all, not even by file name or number. Clerical training time to operate the system is less than 15 minutes. “Everyone has learned to use this system. We have found no clerical resistance to using the system. There is a certain satisfaction in eliminating paper files and reusing filing materials. The clerical staff knows they will never have to go to an off-site file storage facility to rummage through file drawers trying to locate a particular file or document,” states Staver.

“Staver & Souve has incorporated eCabinet as what can best be described as a gateway to offsite file server storage facilities,” says Staver. The file servers are redundant, and incorporate independent backup systems, and eCabinet is the entry point to all of the data stored on these servers. eCabinet provides an index to the full text of every document scanned and directed through it.

eCabinet allows users to search for data based on any portion, such as a single word or number, of a stored item, all without creating any database fields. Data may be retrieved or displayed by the date stored, the media scanned, or the content of the document itself. “So, if I want to find information about the ‘Smith employment contract,’ eCabinet will not only find and display each stored item in which the search terms appear, it will also allow me to retrieve those items via a familiar Web browser. Training time to utilize these search features is almost negligible to anyone familiar with the Internet.”

“We have found the reliability of eCabinet to be beyond our greatest expectation,” continues Staver. “In fact,



to date eCabinet has never failed to locate a document which was converted to digital information.” It used to take attorneys as long as 48 hours to locate a particular document when a client called, but now, using eCabinet’s search functions, attorneys can find a document within the first two minutes of conversation with a client, dramatically improving service satisfaction with each client.

“There is no substitute for a client’s feeling that their matter is so important

that the attorney has the information at his/her fingertips, even when the client calls a year after the matter was concluded,” concludes Staver. “Use of the eCabinet has allowed us to serve our clients better and to work more efficiently. We now reuse the majority of file folders, inserts, and attachments, reducing our cost of purchasing these

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items by nearly 90%. Not only are our paper files immediately available via eCabinet, we’ve also found that our average cost of closing, storing, and retrieving files has decreased from \$125-\$200 per client to \$35 per client, resulting in an annualized cost savings for our offices of over \$30,000 per year.”

Staver & Souve’s staff are working smarter and providing better customer service thanks to the eCabinet. Our customers will continue to reap the benefits as Ricoh Silicon Valley forges the way of the digital office by creating advanced electronic file management systems.



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About Ricoh Silicon Valley, Inc.

Ricoh Silicon Valley, Inc. is a wholly owned subsidiary company of Ricoh's research and venture capital group, Ricoh Innovations, Inc. (RII). RII's parent company is Ricoh Company, Ltd., Japan, a \$14 billion global leader in digital office products, with 67,000 employees worldwide. Ricoh Silicon Valley, Inc. takes maximum advantage of the combined strengths of office networks, Internet browsers, and thin server hardware and software technology. Designed specifically for the needs of small-to-medium sized companies and corporate workgroups, RSV's appliance-based document file management systems offer efficient, easy-to-use, and affordable solutions for today's information management needs. RSV's flagship product *eCabinet*, recipient of *Imaging & Document Solutions Magazine's* Product of the Year 2000 Award, allows easy capture and storage of office documents, and retrieval directly from a Web browser. For more information about Ricoh Silicon Valley or the award-winning *eCabinet*, please visit <http://www.rsv.ricoh.com>.

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