



## LAW FIRM IMPROVES PRODUCTIVITY AND CLIENT SERVICE WITH ELECTRONIC DOCUMENT STORAGE

### BACKGROUND

Lafferty, Gallagher and Scott, LLC is a successful law firm specializing in serving plaintiffs in personal injury, medical malpractice, wrongful death, and insurance claims. By nature of the business, a great deal of paperwork is involved—from medical records and bills, to insurance records and more. It's important for the firm to have complete and accurate files on each client in order to serve them well and litigate each case with success.

### CHALLENGE

“For years we'd been storing our paper files in our building basement and in an off-site storage facility. We're required to retain files for at least seven years. While the off-site storage facility served our needs, we were looking for a better solution,” explained Robert (Mickey) Scott, Attorney, Lafferty, Gallagher and Scott, LLC.

At the time, Lafferty, Gallagher and Scott had a copier from MT Business Technologies (MTBT) which was several years old and they were looking to replace. The firm was considering an ‘all-in-one’ system that would provide copying, scanning printing and faxing services.

### SOLUTION

“Several months before the end of our lease, MTBT proactively contacted us and presented us with options for our firm. We were able to choose what worked best for us,” said Scott.

MTBT evaluated their workflow and needs and recommended an electronic storage solution including Smart Search software. The administrative staff scans documents as they come in and the software allows them to set up a new file and assign a barcode for each document—then throw away the hard copy.

Smart Search allows the firm to manage its documents electronically and easily create custom archives using unique document descriptors and client files. The solution included many benefits for the firm:

- Increased productivity and workflow
- Document retrieval from any desktop
- Time savings in file retrieval
- Improved client service as a result of faster file retrieval
- Reduced storage space

“MTBT provided us with the ability to scan and store our files electronically which allows us to throw away the hard copy. Also, we can add documents electronically to each file; they don't always have to be scanned. MTBT provided training for our staff on how to set up files and use the software for our specific needs,” noted Scott.

“Through the years, MTBT has always provided us with quality equipment and provided reliable service. We call them and they are here— it's great. Leasing the equipment works well for our firm because it eliminates the need for a large capital expense.” said Scott.

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## RESULTS

“Correspondence, insurance and medical documents, and litigation files are now at our fingertips. We can easily retrieve them at our desktops. This saves us up to several days in retrieving files and allows us to provide better service to our clients. We can continue working at a productive pace,” explained Scott.

Results include:

- Time savings in file location and retrieval
- Better customer service
- Improved productivity and efficiency