



Reynolds Porter Chamberlain LLP, Legal

The award-winning, single sign-on document management system at RPC, is easy to operate, reduces waste and improves document security as well as cost-accounting.

At a glance:

Challenge

- Eliminate complicated and time-consuming multiple logins
- Meet demand for integrated print, copy, scan and fax
- Reduce waste and increase document security
- Provide cost-tracking software to record every document produced

Solution

- Ricoh MFD's specified with eCopy, RightFax and Copitrak

Result

- Single sign-on, swipe card system with instant authentication to multiple applications
- Centralised print pods with MFDs
- Secure document release from any MFD when user swipes their ID card
- Integrated software instantly attributes every document to correct cost code



RPC's UK headquarters, Tower Bridge House

When IKON's relationship with RPC began 12 years ago, this London-based law firm was spread across two sites with a disparate fleet of printers and copiers. Since then, IKON has worked with RPC to audit and rationalise its document management systems and ensure a smooth transition to one, central headquarters in Tower Bridge House, London.

As a forward thinking law firm, RPC has consistently pushed for full integration of its legal document infrastructure. As a result, the pioneering three-phase document management strategy that IKON has installed is setting the standard that most law firms are now aspiring to. Describing the new solution's impact, Julie Berry, IT Director at RPC said: "We wanted a document management system that would integrate fully with our existing business processes and IKON delivered a solution that was both user-friendly and easy to roll-out. It has reduced paper waste, increased document security and made life easier for our staff."

A fleet of Ricoh MFDs operated with a single sign-on, swipe card system now give users instant authentication to multiple desktop applications including eCopy, Copitrak and Outlook. The solution has integrated naturally with RPC's existing business, Julie explains: "Using our swipe cards in the solution has been great as they were already an integral part of life at RPC. Staff can use them to scan into the building, pay for refreshments in the canteen and now, to retrieve their documents from any MFD in the building in a single swipe."

For over 260 of RPC's revenue-generating lawyers, the instant sign-on capability means less billing time is wasted on printing, copying and faxing documents. A simple, user-friendly interface integrates eCopy, Copitrak with every MFD and minimal training has been required for RPC's entire 450-strong workforce.

In an industry where clients are billed incrementally for every six minute block of time, the integration of Copitrak billing software is also a serious advantage. Every document printed, scanned, faxed or copied is now recorded and attributed to the correct cost centre, making client billing more efficient and avoiding the administration headache of cost recoveries.

Following IKON's original audit and assessment of RPC's existing fleet of printers and copiers, the new MFDs were placed strategically in centralised pods. 'FollowMe Printing' was also installed to give users the capability to release documents from any printer for extra convenience and enhanced security.

The solution has delivered everything RPC expected and more, Julie concludes: "RPC is the first organisation to synchronise the login process into a single 'swipe', saving lawyer time and fast-tracking collection of information for billing purposes. It's made a huge difference and we're already working closely with IKON on further improvements to our business processes."

IKON hosted their industry-wide launch of the solution at Tower Bridge House in April 2008 and RPC has hosted 15 site visits from other law firms to show them how it works in a live environment. The solution has also won worldwide recognition with an eCopy Best Practice Award.



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