

From Paper to Pixels: Paper LESS Works, Paperless Doesn't



Presented by:

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Tuesday, March 23, 2010

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The multiple award-winning integrated legal financial and practice management system (tabs3.com) which integrates with . . .



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- ◆ Marquette Univ. Law School, 1986 (Law Review)
- ◆ Founded MicroLaw, Inc. in 1985
- ◆ Legal Technologist, Educator, Author
- ◆ Technolawyer Legal Technology Consultant of the Year 1999, Contributor of the Year 2001, 2002, 2005, 2006
- ◆ Over 1400 law offices assisted across North America
- ◆ Frequent author and speaker nationwide on legal technology subjects
- ◆ Chair, Wisconsin Law & Technology Conference 2001-2005, Founder/1st Chair, Wisconsin Solo & Small Firm Conference 2006
- ◆ Founder/Chair, National Solo & Small Firm Conference 2006-2007
- ◆ ABA Blawg 100 – Technology Category
- ◆ Chair, Milwaukee Bar Association Technology Committee, 2002-2007
- ◆ Chair, ABA LPM Section Computer & Technology Division and Member, TECHSHOW 1997- 2001 Board, Co-Chair, LegalTech CLE Planning Board 1999-2005
- ◆ Co-Author: “How Good Lawyers Survive Bad Times” (www.tinyurl.com/how-good-lawyers)

*Download the PDFs of all
my programs at:*

*[microlaw.com/cle-
downloads.html](http://microlaw.com/cle-downloads.html)*



“The Ultimate Big Thing” – Do You Know What it is?

- ◆ You may not realize it, but we’ve all been on a quest – a headlong rush to . . . something “BIG” in our practices.
- ◆ Do you know what it is?
- ◆ Hints: It’s not about money. It’s not about happiness. It’s not about satisfying clients.

No, it’s not the World’s Largest Frying Pan!



Does this look familiar?

◆ Ever stop to think
of how much of
your life is wasted
just looking for
paper?



Which Lawyer Do You Want to Be?



OR



The Fundamental Shift . . .

- ◆ Traditionally, law practices and legal departments have prioritized in this manner:
 - ▶ *Paper file is primary, electronic file is secondary*
- ◆ But in this era of 24x7x365 “instancy” of communications and expectations of collaborative response time, everything is different
- ◆ What this means is that we are shifting to (whether you realize it or not) . . .

Electronic file primary, paper second

Only Way to Succeed – Focus on the “Process”

◆ The only way to make all this work is to focus on the process

- ▶ *How do you organize documents?*
- ▶ *How do you name your documents?*
- ▶ *Who will scan?*
- ▶ *When will they scan?*

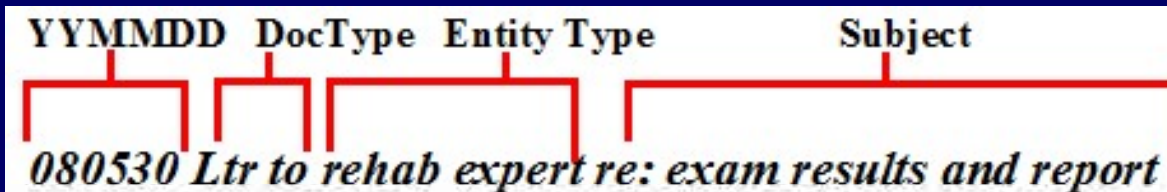
◆ Issues include:

- ▶ *How do you handle incoming paper mail?*
- ▶ *How do you organize email in this process?*
- ▶ *How do you make sure responsible eyes see all matter-client-related documents?*



File-Naming Conventions: Are You Consistent? Is it Logical?

- ◆ Filenames should be applied consistently with the goal being to be able to know what a file contains by merely glancing at a descriptive filename in a list without having to retrieve the file to know what it contains
- ◆ *Here's are two examples of filenaming conventions that have consistently proven themselves:*



A New Process, A New Concept: A Way to Manage Paper That Actually Works

- ◆ We're going to look at a completely different way of taming the paper monster that conspires to bury us every day
- ◆ And is the key to enabling electronic collaboration



*Let's See What a
Paper LESSTM
Law Practice
Looks Like . . .*

The Paper LESS Office™: The Key

Notice that we did NOT say the
“Paperless” office (the one of
“myth”). More on this . . .

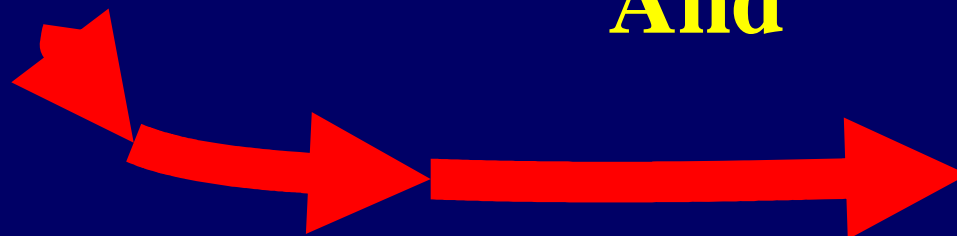
This is
NOT
About
Elimi-
nating
Paper ...



Two Important Concepts:

1. Scanning Does **Not** Always
Mean OCR

And



2. Scanning Equals *“Digital Paper”*; merely turning physical paper into electronic paper (*Searchable PDF*): which is easier to store, easier to find, easier to share -no more time wasted playing “who hid the client file!”

The Process, Step-by-Step

1. We open a file or one is sent to us, usually in paper form. We turn it into “digital paper” using the Paperport (or high-speed) scanning systems. Some clients are already forwarding files in “*digital paper*” form via e-mail - consider PDF as the default file format

All Incoming Documents are Scanned with a Desktop or Centralized Scanner



XEROX
DocuMate 252



Duplex scans
at 50 IPM

The New Xerox® DocuMate™ 252
Speeds Ahead of the
Competition!



Visioneer's Paperport scanners pioneered the "distributed" scanning approach. Today use Fujitsu's ScanSnap S1500, Visioneer's PT430 , or Xerox's really quick Documate 252 models on staff (and lawyer) desks

And for large stacks of incoming documents, use a high-speed scanner as departmental centralized scanning systems . . .

High-speed scanners like those from Canon, Ricoh, Kodak, Panasonic from 30-100 ppm for \$2500+



Fujitsu
fi-4860C-VRS



FUJITSU

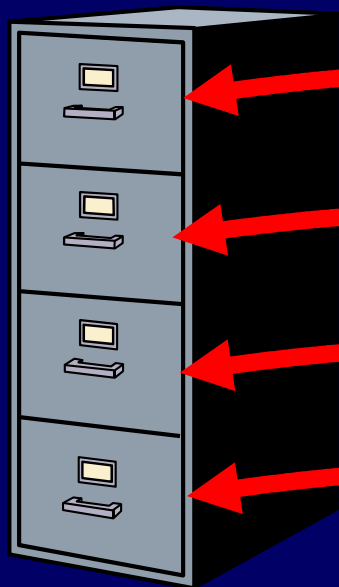
Fujitsu's High-Speed Scanners from about \$1200+ offer 25+ ppm scanning speeds

2. The Next Step - Document Management is the “Digital Glue” that ties the Paper LESS™ System Together

It allows us to open and store documents just as in a paper filing system

And just as with a traditional file cabinet, finding any document, for any client, or any “form”, is as easy as walking to your file cabinet and pulling the appropriate paper file

Every client has a drawer in our “Electronic File Cabinet”



Safety Insurance

Jones Trucking, Inc.

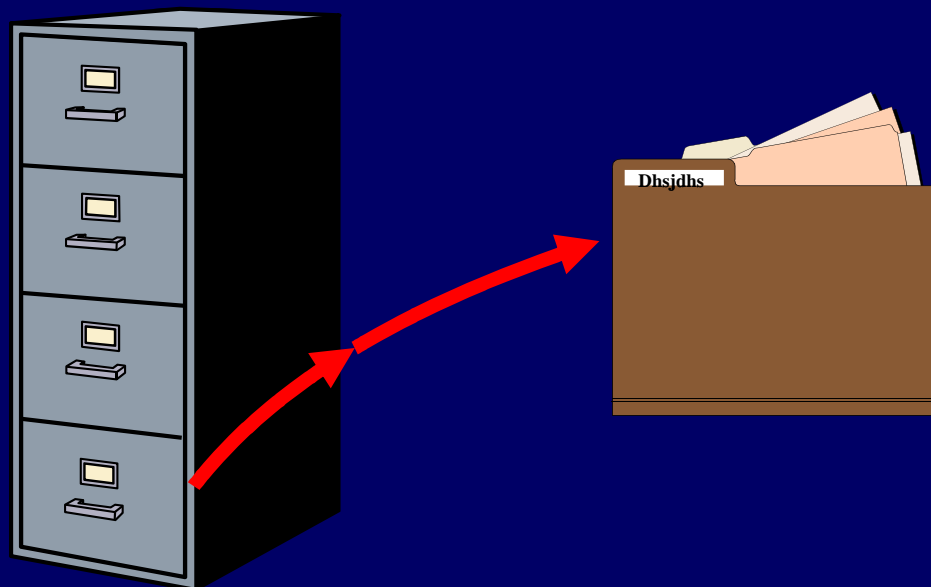
Asbestos Litigation

Patent/Trademark Files

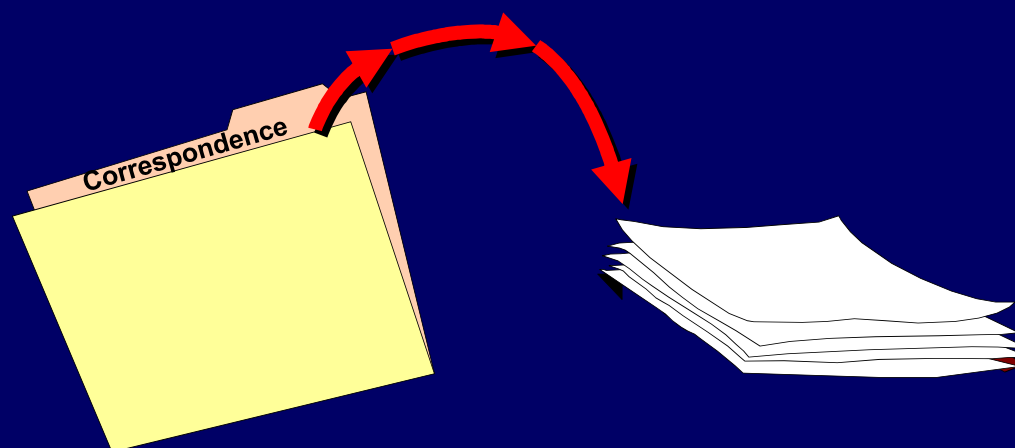
Two DM approaches:

- 1) Dedicated DM such as Worldox, Worksite, eDocs, NetDocuments, etc.
- 2) DM built into case management systems

In the Safety Insurance drawer, we pull the brown expandable file containing the “Sally Smith v. David Jones & Safety Ins.” matter



Inside the brown expandable file for the “Sally Smith” matter we pull out the “Correspondence” manilla folder. Inside are the documents sought



Let's see how our electronic "File Cabinet" appears in the Worldox Document Management System software . . .

First we pick the client (“open the client drawer” in the virtual file cabinet)


WORLDOX - Documents: Client Table

Field Help

SELECT CODE FIND ADD EDIT DELETE HELP CANCEL

Code	Description
ABTS	Abts v. Tegen
ADAMS	Dianne Adams
AFMI	American Family Mutual Insurance
ALLIED	Allied Group Insurance
ALLSTATE	Allstate Insurance
BABCOCK	Beth Babcock
BAO	Bruce Olson Dictation
BISTRIAN	Jackie Bistran
CAPITOL	Capitol Convenience
CASCO	Casco Enterprises, Inc. d/b/a Avenue Art
CIGNA	CIGNA Property and Casualty Insurance Co.








Double-click on the client name listed in the “Client Table”



Next we pick the matter (“the brown expandable file” in the “client drawer”)


WORLDOX - Documents: Matter Table

Field Help

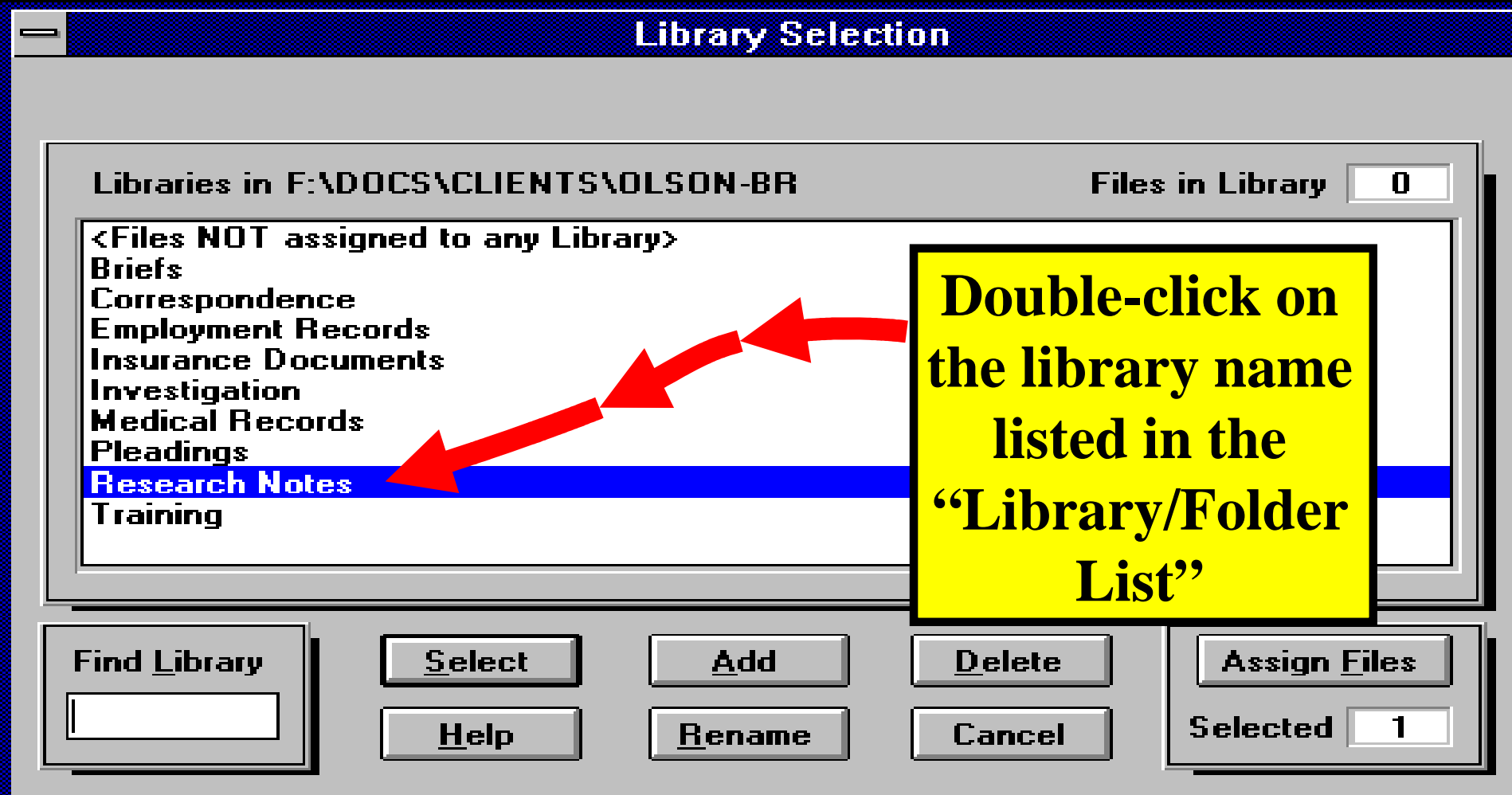
 SELECT
  CODE FIND
  ADD
  EDIT
  DELETE
  HELP
  CANCEL

Code	Description
719743	DORSCHNER
9.000	GRE-General Matters
9.001	Alden v. American Heritage Homes
9.002	Helmer v. Tower Insurance Company
9.003	Dorner v. Best Built, Inc.
9.004	Yang Hassel Material Handling
9.006	Ly v. Blue Cross & Blue Shield, et al.
9.007	Baye v. Allouez Catholic Cemeteries
9.01	Champeau v. Hillcrest Homes
9.02	Dorschner v. Kitz & Pfeil Hardware
9.03	Rendfleisch v. Heritage Foods

Double-click on the matter name listed in the “Matter Table”



Finally, we pick the “library” to view the specific type of document “the manilla folder” in the “brown expandable folder” for the matter). Inside are all the documents: where you would always expect them to be!



WORLDOX - WordPerfect 10 : File Open

File Libraries Path Find Display Options Help

OPEN VIEW FIND PATH TREE DEL COPY MOVE RENAME LIB'S PROFILE VER LIST FILE LIST CANCEL

Quick Access... F:\DOCS\RLI\4.01

File Filter... All Files (*.*)

F: - \MICROLAW\SYS

Extended Name	DOS Name
Ltr from Atty. Adams re: not attending depos.	12-7ADAM.MAX
Ltr from Atty. Bell 12/20/95	12-202ND.MAX
Ltr from Atty. Bell 12/28/95: 3rd Set of Interrogatories	12-28BEL.MAX
Ltr from Atty. Bell re: changes to release	2-29BELL.MAX
Ltr from Atty. Bell re: his 3rd set of interrog	2-10BELL.MAX
Ltr from Atty. Bell re: production of Ebbers' records	2-12FROM.MAX
Ltr from Atty. Bell re: Watkins numbers	12-20BEL.MAX
Ltr from Atty. Bell to Atty. Cullen	12-14LTR.MAX
Ltr from Atty. Bell w/1995 numbers	1-12BELL.MAX
Ltr from Atty. Bell w/executed Release	1-12BELL.MAX
Ltr from Atty. Bell w/ltrs from McDonald	
Ltr from Atty. Bell w/Order	
Ltr from Atty. Bell w/proposed Jury Instr. & Spec	
Ltr from Atty. Biegert w/Brief in Motion	
Ltr from Atty. Cullen re: return of P	
Ltr from Atty. Cullen to Atty. Egan re: coverage	
Ltr from Atty. Egan re: motion	
Ltr from Atty. Egan w/Stip & Order for Dismissal	
Ltr from Mr. Quam	
Ltr from Schmidgall w/note son Leisz's depos.	
Ltr to all counsel w/Stip & Order for Dismissal	
Ltr to Atty Bell re: depos. of our experts	
Ltr to Atty Bell re: extended discovery	
Ltr to Atty. Bell confirming Cavros depos.	

PROFILE

Client
RLI

Matter
4.01

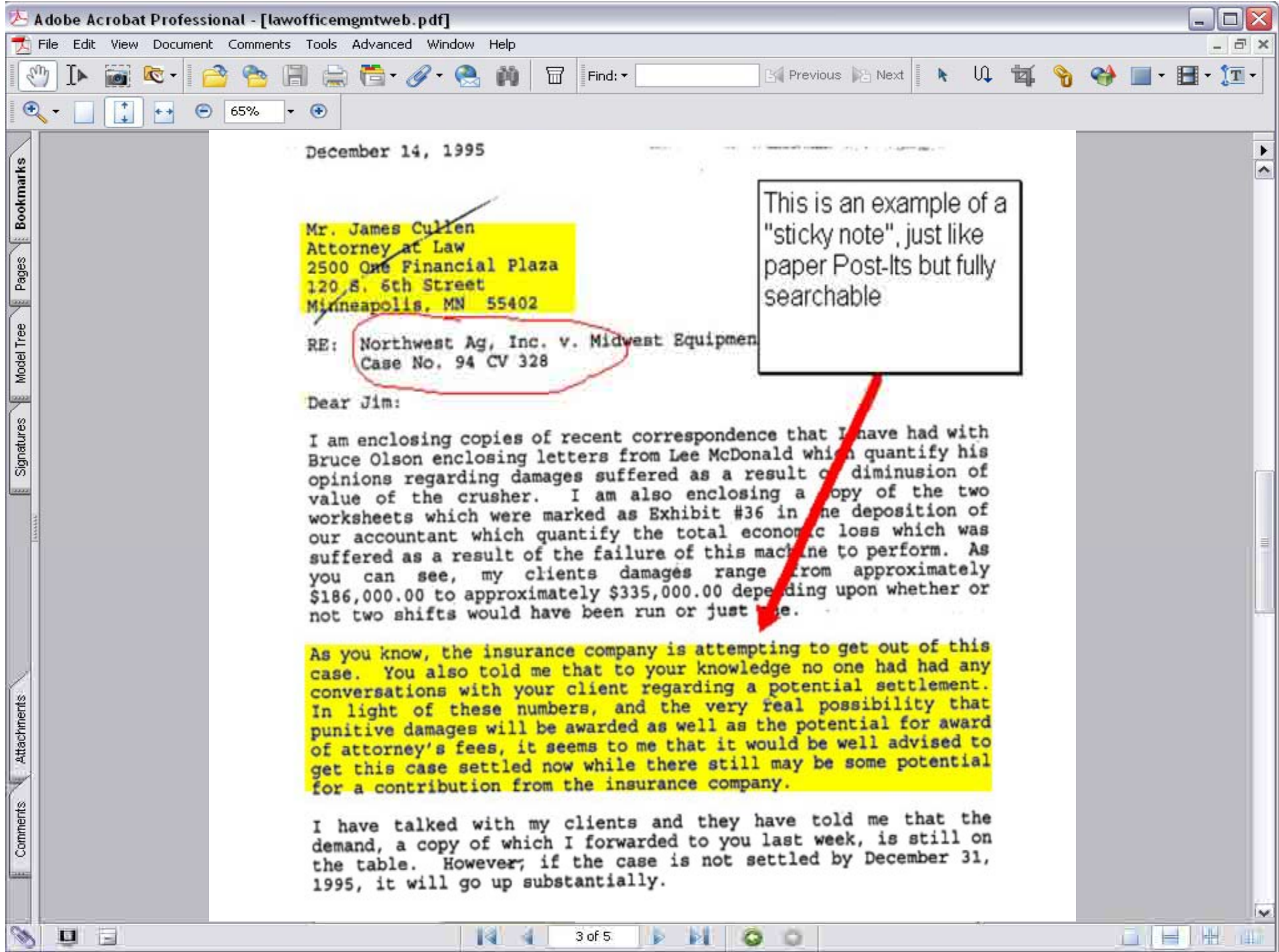
Area
DEFENSE

Author
BAO

Some are WordPerfect documents we created; others are scanned images of documents we've received--all in one place, easy to find, easier to respond to the client

Path: f:\docs\rli\4.01 Name: JEB0796.WPD Updated: 01/18/96 02:59p Size: 18,040

Press [F5] to re-read directory. File: 73 of 310 13,163,341 Total bytes 1 tagged = 18,040 bytes



December 14, 1995

Mr. James Cullen
Attorney at Law
2500 One Financial Plaza
120 S. 6th Street
Minneapolis, MN 55402

This is an example of a "sticky note", just like paper Post-Its but fully searchable

RE: Northwest Ag, Inc. v. Midwest Equipment
Case No. 94 CV 328

Dear Jim:

I am enclosing copies of recent correspondence that I have had with Bruce Olson enclosing letters from Lee McDonald which quantify his opinions regarding damages suffered as a result of diminution of value of the crusher. I am also enclosing a copy of the two worksheets which were marked as Exhibit #36 in the deposition of our accountant which quantify the total economic loss which was suffered as a result of the failure of this machine to perform. As you can see, my clients damages range from approximately \$186,000.00 to approximately \$335,000.00 depending upon whether or not two shifts would have been run or just one.


As you know, the insurance company is attempting to get out of this case. You also told me that to your knowledge no one had had any conversations with your client regarding a potential settlement. In light of these numbers, and the very real possibility that punitive damages will be awarded as well as the potential for award of attorney's fees, it seems to me that it would be well advised to get this case settled now while there still may be some potential for a contribution from the insurance company.

I have talked with my clients and they have told me that the demand, a copy of which I forwarded to you last week, is still on the table. However, if the case is not settled by December 31, 1995, it will go up substantially.


3. Working the File: The Next Step

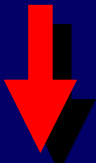

Two kinds of physical work product to contend with:

**Internally Generated
Docs done with
WordPerfect or Word,
Spreadsheets, PDFs, E-
mails, PowerPoints, etc.**

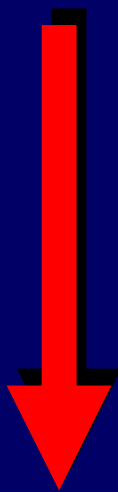


**Externally Received
Docs, scanned-to-PDFs
scanned and OCR'd and
brought into
WordPerfect or Word**





**All Documents are Organized by Worldox-
the Virtual “File Cabinet,” making it
impossible to lose anything
and possible to locate all documents in a
flash: *even for the terminally messy***



**You have a completely
contiguous electronic
client file - no longer split
into two places!**

Connecting Emails to the Electronic Case File

◆ **What about email? How do we make it part of our electronic case files?**

◆ *The goal should be to connect all matter-related inbound and outbound emails to your ECF*

◆ **Worldox tightly integrates with Microsoft Outlook to do this**

◆ *Let's look at what this looks like*



Connecting Emails to the Electronic Case File

Drop Move Confirmation

1 email was dropped on folder: Financial\Fifth Ave Mortgage

Details: Final paperwork is ready for signature

Move to Profile Group: New Jersey Client Files

Client: 0009 Fifth Avenue Mortgage Corp.
Matter: 0040 Mortgage Refinance
Doc Type: EMAIL MS MSG file format E-mail
Sub-Type: NA None
Author: ROCK Rock Newman
Typist: ROCK Rock Newman

Options: Move as Profiled Change Profile

Don't show again

Description	Doc	Date	Profile
New Jersey Client Files\0009	..		
New Jersey Client Files\0009\0040	..		
Autum rate forecast	WDW00139.MSG	8/20/2005 11:01 PM	8/17/2005 12:16 AM
Binder property exterior photograph	WDW00214.BMP	8/5/2005 02:00 PM	
Client questions on deductibility of point interest	WDW00190.MSG	8/23/2005 03:56 PM	8/5/2005 03:58 PM
Final paperwork is ready for signature	WDW00215.MSG	10/11/2005 03:26 ...	10/11/2005 02:51 PM
PW: Are you going to be at the Refi session this month?	WDW00203.MSG	8/24/2005 07:20 PM	8/12/2005 01:08 PM
Inspection issues that need to be resolved	WDW00212.DOC	8/21/2005 02:01 PM	
Jenny's thoughts on the liability issue	WDW00138.MSG	8/20/2005 06:38 PM	8/15/2005 10:58 AM
Lender Liability opinion commentary	WDW00137.MSG	8/20/2005 06:37 PM	8/15/2005 10:58 AM

Profile of: Final paperwork is ready for signature: (WDW00215).MSG

Description: Final paperwork is ready for signature

Profile Group: New Jersey Client Files

Client: 0009 Fifth Avenue Mortgage Corp.
Matter: 0040 Mortgage Refinance
Doc Type: EMAIL MS MSG file format E-mail
Sub-Type: NA None
Author: ROCK Rock Newman

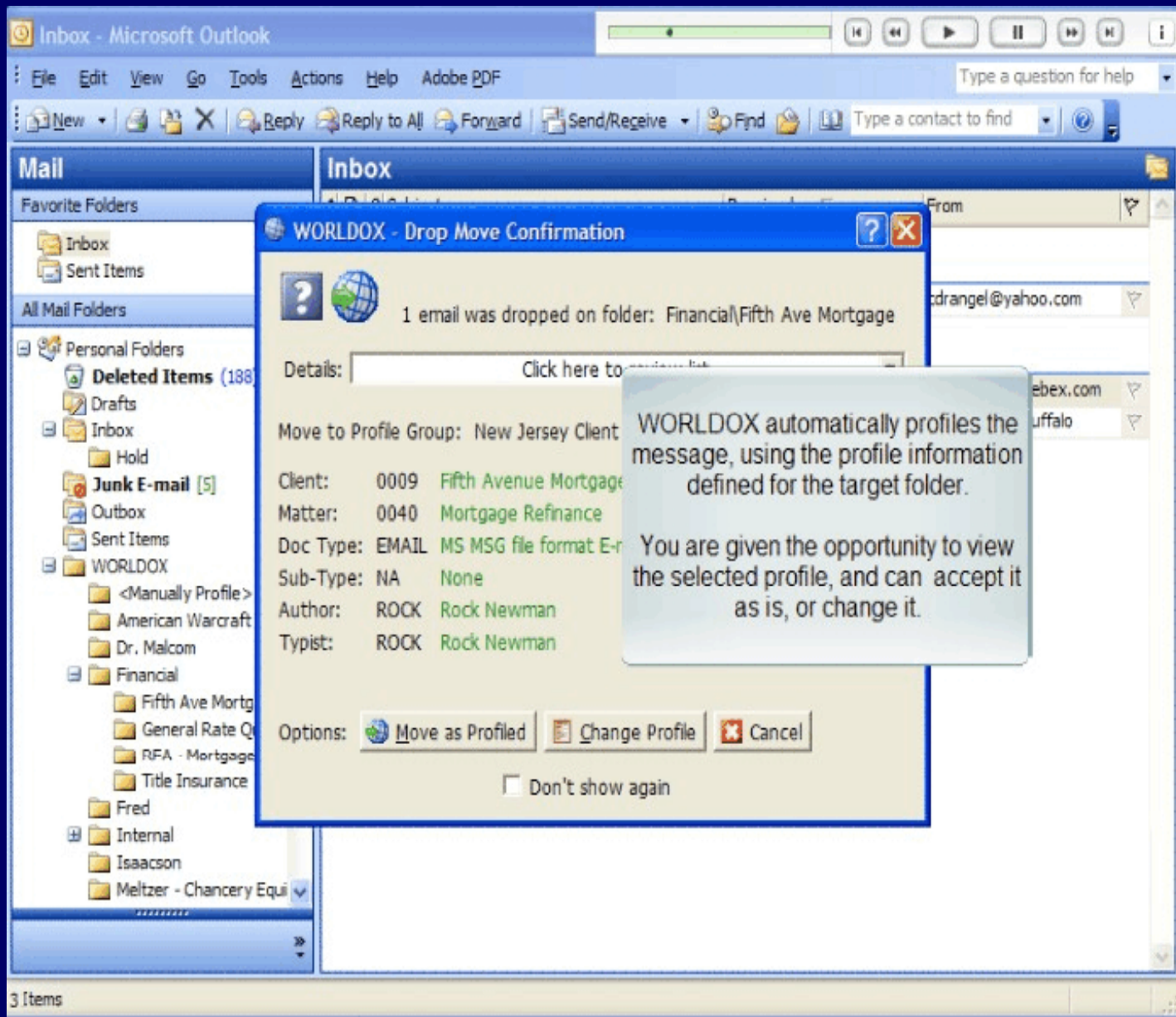
Created: 10/11/2005
Accessed: 10/11/2005
Modified: 10/11/2005 03:26 PM
Size: 18,944
Owner: RNL - Rock Newman
Attributes: A

From Paper to Pixels:

Drag and Drop E-mail Profiling
without leaving Outlook



Drag and Drop Emails on the Electronic Matter Folder and Worldox does the rest

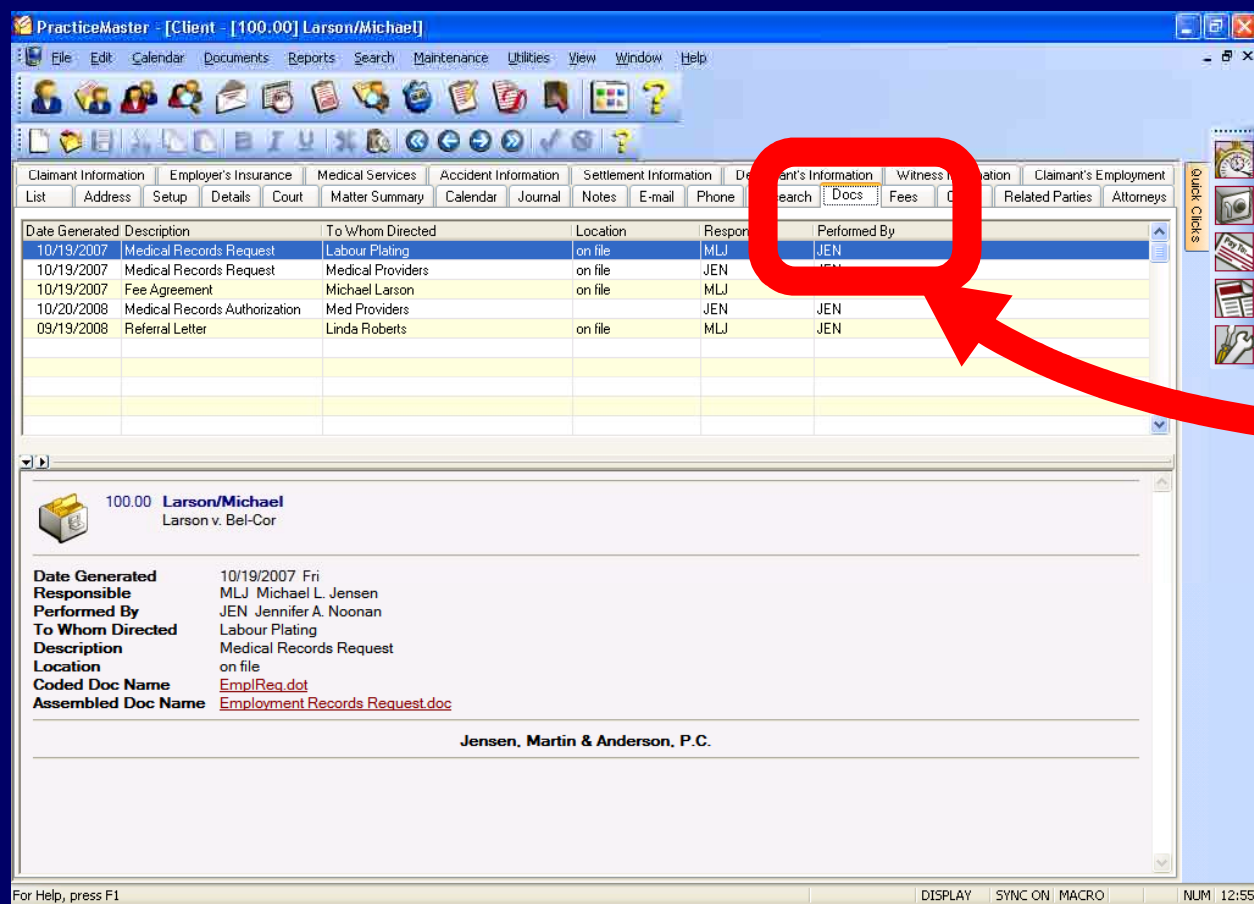


What about Outbound Email? Worldox Reminds you to Organize it



Link Worldox-Organized Documents Directly to PracticeMaster's Electronic Case File

Document Management and Case Management Working Together!



Date Generated	Description	To Whom Directed	Location	Responsible	Performed By
10/19/2007	Medical Records Request	Labour Plating	on file	MLJ	JEN
10/19/2007	Medical Records Request	Medical Providers	on file	JEN	JEN
10/19/2007	Fee Agreement	Michael Larson	on file	MLJ	JEN
10/20/2008	Medical Records Authorization	Med Providers		JEN	JEN
09/19/2008	Referral Letter	Linda Roberts	on file	MLJ	JEN

100.00 Larson/Michael
Larson v. Bel-Cor

Date Generated 10/19/2007 Fri
Responsible MLJ Michael L. Jensen
Performed By JEN Jennifer A. Noonan
To Whom Directed Labour Plating
Description Medical Records Request
Location on file
Coded Doc Name [EmplReq.dot](#)
Assembled Doc Name [Employment Records Request.doc](#)

Jensen, Martin & Anderson, P.C.

◆ With links to the popular Worldox DMS the documents profiled in Worldox for a Client or Matter now appear in PracticeMaster from STI.

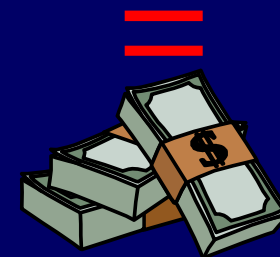
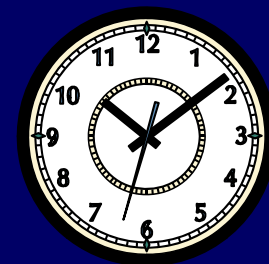
Transforming Your Practice

- ◆ **Generate a Plan! Don't represent yourself *pro se* on your own technology issues!**
- ◆ ***Review your current file organization and file-naming conventions***
- ◆ **Add a document manager – Worldox – to your system (again, no *pro se* winging it, use a pro)**
- ◆ ***Think through the process – who scans and when, what about the mail handling process?***
- ◆ **Commit to training and expect gradual results: emphasize non-traditional, hands-on training**
- ◆ ***Next step – connect your electronic file cabinets to a practice management system***
- ◆ **Avoid technology “Band-Aids”: equipment accumulation does not equal practice changes or give you a competitive edge--only employing a process will!**

The Electronic Case File and Running Your Law Practice as a Business . . .

Cost Justification and the Electronic Case File . . . An Economic No-Brainer!

- ◆ Thinking of technology as an expense is backwards mentality - technology, implemented well, **MAKES MONEY!**
- ◆ What if each of your lawyers were to recover as little as 15 minutes of billable time, per day, every day - the time spent spinning their wheels chasing paper files?
- ◆ What is immediate access to a client's file worth when they're on the phone expecting a "quick case status" (and not having to say "I'll have to get back to you")



Cost Justification . . . REAL NUMBERS!

The facts:

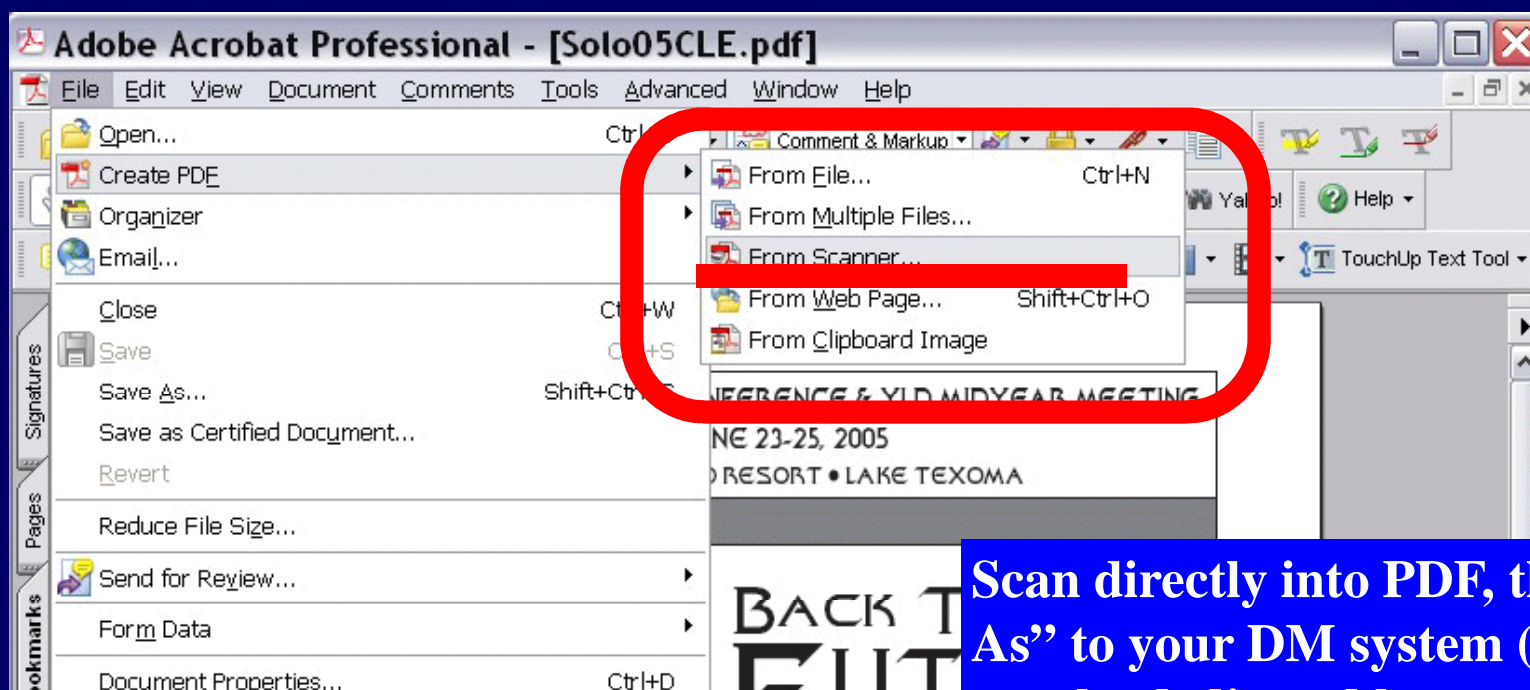
- ▶ You save 15 minute a day . . .
- ▶ You bill \$200/hour . . .
(even if you're mostly flat fee, your time still has the same value, or even more than hourly billers)
- ▶ You can bill/work another \$50 a day (even if you're in-house, of flat-fee or contingent fee billing)
- ▶ That's \$250 a week!
- ▶ That's about \$1000 a month!!
- ▶ *That's \$12,000 a year!* Per lawyer!!!
- ▶ In a five lawyer firm, that's *\$60,000 a year* in "found" billings!
- ▶ And that's not even considering the impact on staff time!



The Cost of being Paper LESS . . .

- ◆ It can be as simple or elaborate as your budget permits
- ◆ From a “least cost” perspective, one can add as little as a document manager (about \$475 per seat) or the DMS functions inside of case managers like TimeMatters, individual image scanners as little as \$400 per seat and throw in some cost for “the plan” and “the training” and *voila*, you can be Paper LESS™!
- ◆ Of course, this presumes, you have a system structure consisting of the “right stuff” in terms of networking, workstation hardware and application software

Getting Scanned Received Documents into Your Document Manager is a Breeze . . .



Scan directly into PDF, then “Save As” to your DM system (Worldox) or use the dedicated buttons in case managers like Time Matters

The Paper LESS Lawyer - Not Just for Litigators!

- ◆ The Paper LESS Office process is equally suitable for transactional lawyers as it is for litigators
- ◆ Trusts & Estates lawyers can organize property-related documents
- ◆ Elder lawyers and estate planners can organize financial documents, tax information, etc.
- ◆ Corporate lawyers can maintain all corporate records electronically and communicate with corporate officials electronically
- ◆ Bottom line - ALL lawyers should go Paper LESS!

The Paper LESS Office at Age 15

- ◆ Lawyer “multi-tasking” on client files is greatly facilitated - innate increase in client service
- ◆ Document drafting time reduced due to absence of paper markups - recycling older work product is much easier for the lawyer - shift of some primary document generation to the lawyer and “finishing” work to the staffer
- ◆ Trial prep changes for any litigation part of your practice – even for will contests - far better sense of where all documents and material information are located
- ◆ “Work away” and “collaborative” capability dramatically changed with full access to entire case file from anywhere--home, on the road, etc.

The Paper LESS Office at Age 16 (cont.)

- ◆ Enhanced ability of working with experts and co-counsel; ability to e-mail electronic versions of entire case files and not have to send or FedEx paper files
- ◆ Staff Perspective - they prefer the electronic file approach so they only have to file papers once and it doesn't get lost since it rarely leaves the file; they can always find the file since it's on the system; and the ability of staff to telecommute if needed as well

The Plan

- ◆ Use readily available PC hardware and software, integrate it and maximize the human resources and intellectual capital to the maximum degree
- ◆ The beauty of the concept is that it ***IS*** just a concept - a blend of the most common, and least costly, “canned” software applications
- ◆ The mix of canned applications = more than the sum of the parts - this is not some “pie in the sky” megabuck solution only affordable by a few large firms . . .

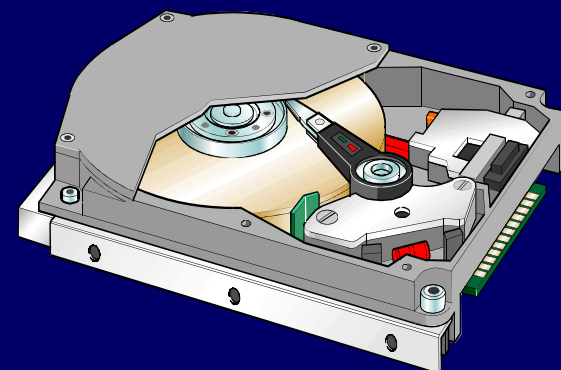
So How Much Space do All These Images Require?

◆ Scanned images used to take up an **ENORMOUS** amount of hard drive space

...

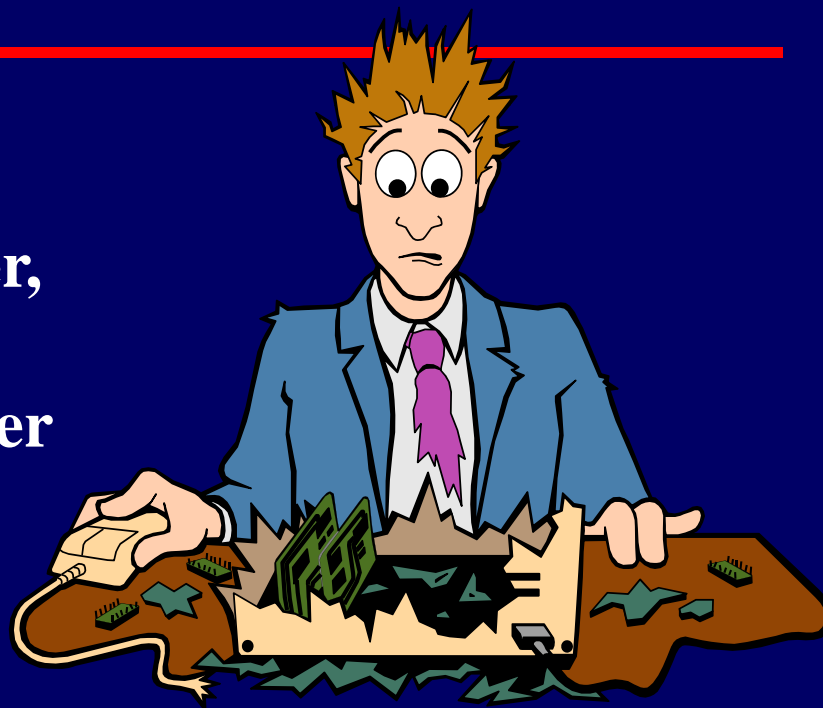
◆ Today, scanning software uses all sorts of ultra-sophisticated compression techniques so it's a virtual non-issue today

◆ Even if you were tight on hard drive storage space, it still is **FAR** more economical today to just add more hard drive space than to take even a **MOMENT** of human time to cull through your documents and try and delete or archive files to reclaim space



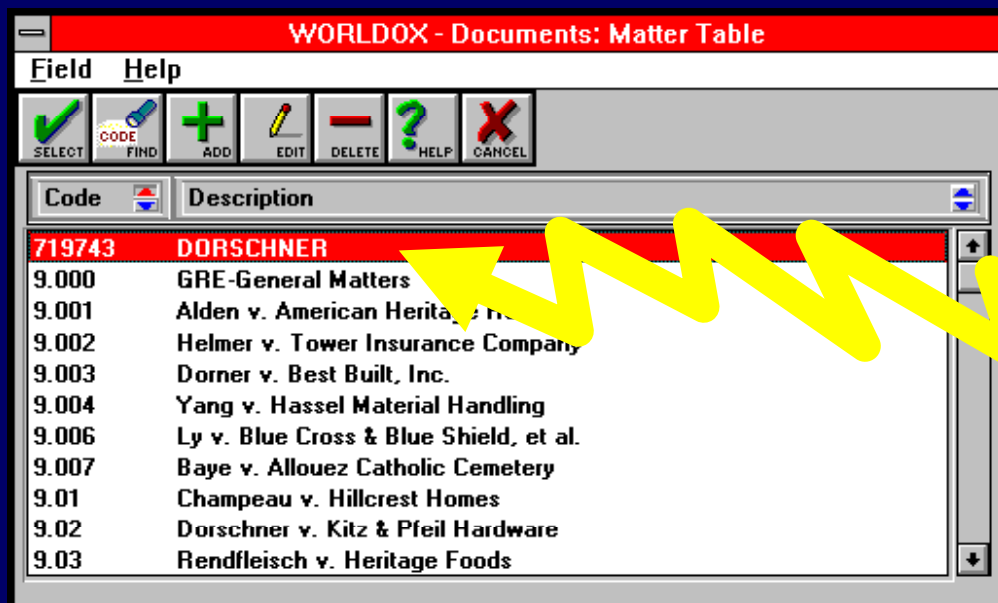
Do We Really Need a Document Manager? Can't We Do This With Windows Explorer?

- ◆ Um . . . sure . . . but think about this...
- ◆ Do you **REALLY** want your partner, the one whose VCR at home flashes "12:00, 12:00" to spend half of his/her day in the single most potentially destructive Windows utility of all time?



Work Any Time, Any Place . . .

The busy lawyer or staffer can telecommute from anywhere to dial into the office network (from anywhere, anytime) to access client files, calendars, read and reply to e-mail.



Code	Description
719743	DORSCHNER
9.000	GRE-General Matters
9.001	Alden v. American Heritage
9.002	Helmer v. Tower Insurance Company
9.003	Dorner v. Best Built, Inc.
9.004	Yang v. Hassel Material Handling
9.006	Ly v. Blue Cross & Blue Shield, et al.
9.007	Baye v. Allouez Catholic Cemetery
9.01	Champeau v. Hillcrest Homes
9.02	Dorschner v. Kitz & Pfeil Hardware
9.03	Rendfleisch v. Heritage Foods



Now Go Out and Get Paper LESS™ And Banish Those Piles!



**Thank You to
Our Sponsors
for Making
This Program
Possible....**

The multiple award-winning integrated legal financial and practice management system (tabs3.com) which integrates with . . .



The multiple award-winning document and email management system (worldox.com) for law practices of all sizes since the 1980's. . .

For help building complete electronic case files . . . I'm happy to help!



Ross Kodner

President and CEO

MicroLaw, Inc.

Automating Lawyers Everywhere Since 1985

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