



Legal Records Management – Issues, Solutions & Outsourcing

DocBanq White Paper

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Overview

Legal service organisations operate in a highly competitive environment requiring constant management of resources and operational costs to maintain and increase profitability.

Traditional file management techniques using paper files form the basis of many legal organisations' record-keeping practices, however paper files are:

- Expensive to manage;
- Out of step with growing numbers of electronic records, such as e-mail; and they
- Reduce the flexibility to use people and resources to manage cost and performance.

The DocBanq electronic document and records management system (EDRMS) allows legal service organisations to:

- Move to LAW 9000 compliance by meeting the ISO15489 Records Management standard
- Seamlessly manage paper and electronic records, including e-mail and faxes;
- Provide 24 hour secure access to records from any office, any home and overseas; and
- Give managers visibility of matter status.

DocBanq provides a powerful outsourcing solution for legal records management that is easy-to-use and cost-effective to implement.

Legal standing of electronic records

Organisations that meet the ISO15489 standard, as referenced by LAW 9000, may manage records only in electronic form where convenient or appropriate.

Electronic record-keeping does not necessarily mean the complete elimination of all paper records; DocBanq allows the management of both paper and electronic records in any combination. Many organisations will have a blend of paper and electronic record-keeping depending on the nature of the records themselves.

Record-keeping issues solved by DocBanq

DocBanq assists with a range of issues faced by legal service organisations, including the:

- Requirement to meet practise management standards, such as LAW 9000;
- Rising professional indemnity insurance premium costs;
- Inefficiencies in workflows surrounding the creation, distribution and retrieval of paper files;
- Explosion of e-mail and other electronic forms of communication and documentation; and
- Management requirements to control costs and performance.

Attain practice management standards

LAW 9000 is intended to allow legal organisations to manage their risk, improve the consistency and efficiency of their operational performance and to market to potential clients on the basis of standards compliance. DocBanq allows the management of records to the ISO15489 standard, a key element of LAW 9000.

LAW 9000 compliance, apart from standardising processes and reducing risk, may result in significant premium discounts for professional indemnity insurance.

Revolutionise records creation, distribution and retrieval

The use of paper files leads to tremendous operational inefficiencies in the workflows within and between legal organisations, especially when professional resources are distributed across offices or at home, or when detailed interaction is required between the customer and other legal service providers.

Using DocBanq, organisations can:

- Instantly distribute, copy and update files for clients, solicitors, barristers and others while maintaining strict access controls for both parties;
- Retrieve relevant files and documents using powerful search tools from millions of entries;
- Monitor the status of matters and generate management reports;
- Allow personnel to re-use previous work as the basis for new advice; and
- Give staff access to files at alternative office locations, home, court or overseas.

DocBanq offers a unique opportunity for legal service organisations to control, broker and manage the information and records created by all those in the service chain from client to solicitor to barrister in a way never before practical:

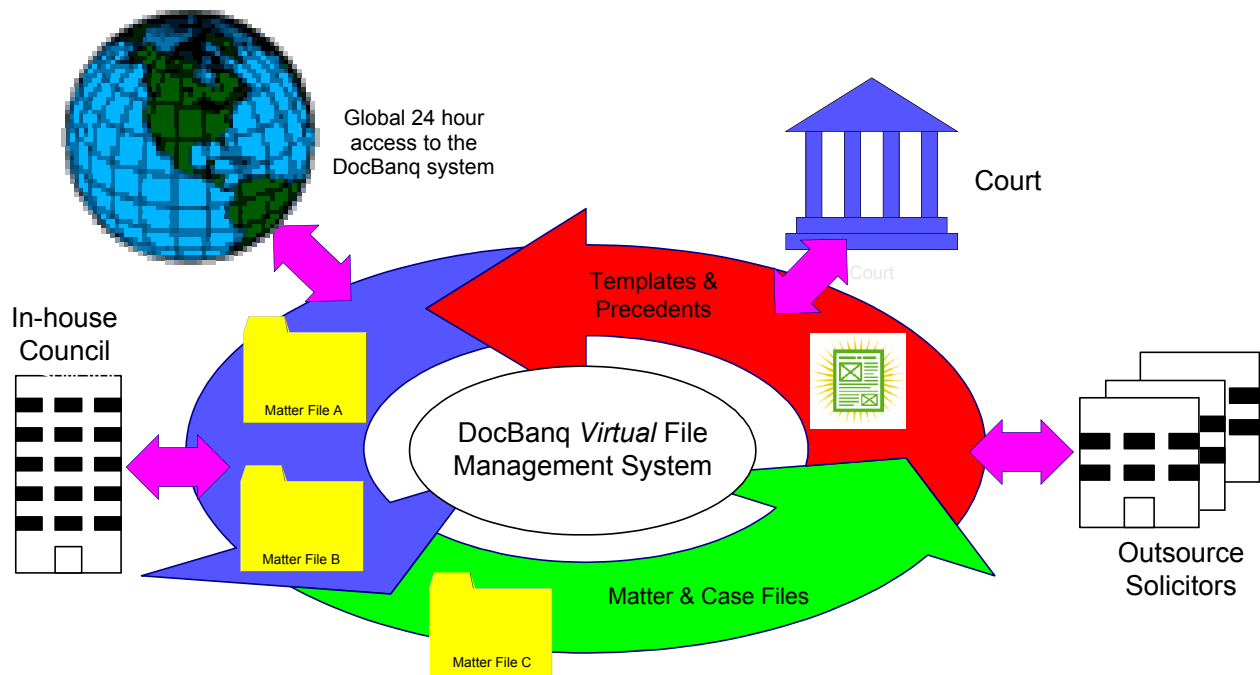
- Capture records directly from the client;
- Share selected records between solicitors, barristers and other external parties;
- Determine the status, timeliness and location of files;
- Control file access as required; and
- Allow staff to share, collaborate and search upon files from the office or from home.

E-mail and other electronic communication

Organisations now routinely use e-mail to communicate important business decisions, however tools to manage these records have historically lagged way behind, before now.

Using DocBanq, organisations can:

- Reduce the storage of matter-related e-mail on personal e-mail accounts inaccessible to others;
- Provide rapid searching of e-mail and other documents;
- Supersede the inefficient practice of placing paper copies of e-mail on file, which then lose the ability to be searched electronically and be re-used;
- Allow compliance to Sarbanes-Oxley record-keeping obligations if required; and
- *Most importantly*, DocBanq allows e-mail to be placed ‘electronically’ directly upon files, thereby allowing the capture of the full spectrum of records in the one ‘place’.



Information technology - disaster recovery & piloting

DocBanq is a fully managed service with a high level of security, disaster recovery and redundancy, and DocBanq's economies of scale allow us to make this premium infrastructure available at a low cost.

DocBanq also provides a full piloting capability, allowing organisations to comprehensively trial the system prior to any implementation.

Conclusion

Legal service organisations operate in a highly competitive environment requiring constant management of resources and operational costs to maintain and increase profitability.

DocBanq allows legal service organisations to attain standards compliance, seamlessly manage paper and electronic records, revolutionise distribution of records and increase management visibility.

DocBanq is easy-to-use, cost-effective and provides a high level of security and disaster recovery.

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