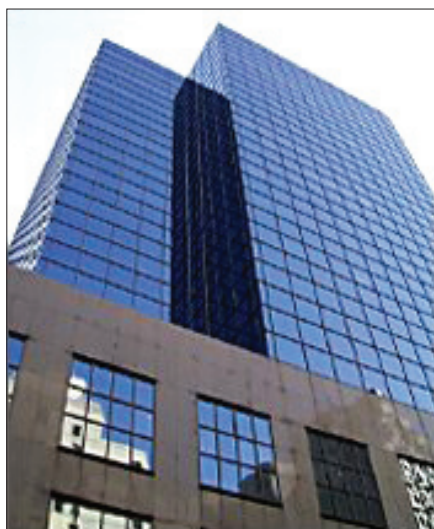


## EQUITRAC INTEGRATES CANON, ELITE AND ECOPLY, HELPING 5-OFFICE, 100-ATTORNEY FIRM IMPROVE COST RECOVERY AND CLIENT SERVICE

When partners and information technology managers with Morris, James, Hitchens & Williams LLP, saw how digital technology was changing the document processes all around them, they knew improving their cost recovery capabilities would help the firm to better serve its clients.



They realized that replacing their existing vendor with an Equitrac solution could improve and expedite the flow of client matter information between the cost recovery and time and billing systems. Increasing such data transfer would result in improved cost recovery and accurate client matter billings. Finding a solution that seamlessly integrated with their modern digital practice tools eCopy and Elite would help automate what was a time-consuming manual process. And as paper copies were increasing becoming digital “eCopies”, they could recover more of the legitimate client disbursements that had previously eluded capture. “It was apparent that the old solution couldn’t keep pace with the latest technologies and processes,” says Bill Pierson, accounting systems specialist with Morris James.

In June 2004, Morris James upgraded to Canon multifunction devices with eCopy scanning capabilities. They purchased eCopy’s connector for Equitrac-enabled tracking and cost recovery of scans and other “eCopies.” They replaced the older terminals with 15 new PageCounter Professional terminals. This enhanced client matter data delivery between the software and terminals, so up-

dated information was received immediately. Reproduction data can now be uploaded into the account billing system, and then posted immediately to client accounts. And since the terminals communicate via TCP/IP, the new solution will allow the practice to more easily bring new and satellite offices throughout Delaware into the system.

**Firm:** Morris James Hitchens & Williams LLP, a 100-attorney law firm with five offices in Delaware.

**Challenge:** Optimizing its cost recovery solution for integration with digital practice tools such as eCopy and Elite. Automating time-consuming manual processes. Streamlining accounting from multiple offices, clients and matters.

**Solution:** Equitrac Professional Enterprise Edition with PageCounter Professional terminals.

**Result:** The removal of a less functional competitive system and the installation of Equitrac Legal Solution allows integration with Canon Multifunction devices, eCopy and Elite time and billing software. The firm can now realize its full cost recovery potential by tracking scans and eCopies in addition to other disbursements. Near real-time upload into Elite improves posting and cash flow.

**Client Comment:** *“With time, technology grows old and slow, and isn’t able to keep up with increasing technology demands and capabilities. We wanted to automate data entry and cost recovery, and Equitrac gave us that opportunity.”*

**MorrisJames**  
**DELAWARE**

Upgrading to Equitrac’s solution improved productivity and freed valuable resources for billable activity. Immediate uploading and transfer of client matter data and ease of user integration and report generation ultimately accelerated and increased cost recovery. Previously, using the older technology, the accounting department had to manually

enter client matter data, including reproductions, facsimiles and telephone charges. Call tracking information input that used to take days to input manually is now down to an hour. Even the accounting department had to manually download client data and enter it into the system at week’s end – an inefficient process that required valuable time and resources.

Today, charges are imported directly into the firm’s Elite Enterprise time and billing software so they can charge clients on timely basis. Even editing exceptions are simplified with Equitrac’s Web-based access. If phone numbers or client matter data are entered incorrectly, Pierson can go into the Website to correct the number. If he needs clarification, he can pull up the detail, print a screen capture, and e-mail it to the attorney or secretary.

More importantly, partners were now capturing and recovering a wider variety of disbursements, including reproductions, scans, faxes and telephone calls.



“The practice of law is undergoing a digital transformation, and digital workflow solutions empower law practices with competitive advantages,” said Michael Rich, CEO of Equitrac. “Our cost recovery technology is constantly evolving to keep pace. At Morris James, integration between Equitrac, eCopy, Elite and Canon simplified workflow, increased cost recovery potential and decreased IT aggravation.”

“With time, technology grows old and slow, and isn’t able to keep up with increasing technology demands and capabilities,” Pierson says. “We wanted to automate data entry and cost recovery, and Equitrac gave us that opportunity.”