



Make Paperless Make Sense.

Case Study

Law Offices of A. Peter Rausch, Jr., Attorneys and Counselors at Law Stockton / San Francisco, California

Law Offices of

A. PETER RAUSCH, JR.

ATTORNEYS AND COUNSELORS AT LAW

The law Offices of A. Peter Rausch, Jr., focuses on the core areas of business and commercial litigation, intellectual property and general business counseling. We practice in a wide variety of state and federal administrative settings, in the California state trial and appellate courts, and in the United States District Courts, Court of Appeals, and the United States Supreme Court. We regularly represent clients throughout California and in other states.

Situation

Peter Rausch founded a boutique law practice (www.rausch.com) in 1993 as a sole proprietorship. The firm added additional lawyers, clerks, staff members and office locations. By 2005, Rausch was storing more than 200 boxes of closed files. Managing a document intensive business litigation and transactional practice, Rausch found that he and his staff spent as much time searching for, retrieving and re-storing documents as they spent actually working with the documents. Rausch wanted to improve the speed and efficiency of document handling in the firm's active cases, reduce or eliminate the costs of storing closed files and add the flexibility of accessing case documents from remote locations.

Solution

After evaluating several electronic document management systems, Rausch selected eDrawer, and migrated to an electronic "paperless" document system that allowed attorneys and staff to route, review and manage documents digitally. Paper is still filed for the life of a case, but since everything is also scanned, all documents can also be easily searched, accessed, reviewed and managed electronically using eDrawer. Closed files are returned to the client, and the firm retains a digital copy that takes up no space, instead of storing boxes of paper documents.

"We looked at several other options, but the bottom line was the eDrawer pricing blew away the competition - and most of the other systems appeared to be proprietary and cumbersome. In fact, the cost was about 10 percent of what others were asking for, which was simply out of the question." Rausch also says that in addition to being competitively priced, getting the eDrawer system fully functional took less than a day. "With a little planning and advanced thinking, you can be up and running in a couple of hours. The user interface is very intuitive and my staff picked up on the system very quickly.

"The eDrawer support team has been very helpful with the few questions and issues that I had. The on-line support forum is very helpful and the tech support staff responds quickly to email and forum posts. The company also upgrades the system continually and is very responsive to customer criticisms and suggestions. Quite frankly, these guys are more involved and responsive to us as a customer than any other software company I have ever used."

Results

"eDrawer has taken us to an almost completely paperless solution state," Rausch says. "The eDrawer database tracks electronically the exact same filing system we used to maintain physically. At the outset we did not even bother to archive scan all our existing files. We just started scanning all newly created or received documents moving forward. Before long, most everything we used and needed was on-line digitally and we are able to access everything on-line with much greater ease than the physical system permitted."

eDrawer eliminated the cost of one full time staff position, and Rausch estimates that eDrawer saves dozens of hours each month because documents can be located and accessed within seconds from any computer both inside and outside the office. "eDrawer has not only improved our productivity, but also eliminated the costs of storing, tracking and retrieving closed files."

Disclosure: After using the eDrawer solution for several years as a paying customer, Rausch was hired by the company to handle its legal affairs. "We knew Peter as a good customer, and it just so happened that we were looking for a lawyer to handle some work for us in California, so it was a perfect synergy," says eDrawer CEO Patrick Caruso.

