

### John Gaunt & Partners streamline their archiving into Partner for Windows using Nuance's eCopy Connector for TikitTFB.

John Gaunt & Partners is a specialist licensing practice founded in 1995 by partners John Gaunt and Kate Redford. Based in Sheffield but operating nationally, they have clients throughout England and Wales, providing services including premises and events licensing, betting and gaming applications and objections.

The 20 strong firm have an unusual and varied client base, from some of the country's largest pub companies, Plcs, breweries and licensed retailers, to fledgling businesses, convenience stores and local late night takeaway outlets. They welcome the opportunity to assist all their clients, regardless of the size of their licensing needs and both the independent Chambers & Partners Directory of the Legal Profession and the Legal 500, have consistently recognised John Gaunt & Partners as one of the very best in the field.

The firm have been a client of TikitTFB since 2002 when they first purchased their case and practice management system, Partner for Windows. Since then the firm have continued to develop the system in conjunction with their own requirements and TikitTFB have supplied training and consultancy services to assist them with this.

#### THE CHALLENGE

As a licensing practice, John Gaunt & Partners deal with a high volume of paperwork as standard. However when the extended drinking hours Licensing Act was introduced 2005, the firm had to undertake a large amount of work to re-licence all their estates. This generated a substantial quantity of paperwork – a total of 3,000 files, an estimated 1,000,000 sheets of paper, leaving them overrun with files on-site and soaring overheads archiving old files off-site.

To try and reduce this build up of paper files, the firm decided to look into archive scanning which would allow them to eliminate the need for external storage. They began using a solution that allowed users to scan files into pdf and store into personal network folders. But the system wasn't linked to Partner for Windows and users had to go through a tedious process of amending long serial numbers that would be attached to each scanned document and rename it to correspond with the client/matter/fee earner.

#### THE SOLUTION

Although the system was helping to clear the backlog of files, it wasn't the most effective or efficient solution, with many files being mis-filed or lost completely. Having an already strong vendor/client relationship, John Gaunt approached TikitTFB, who along with eCopy had developed an integration between Partner for Windows and Nuance's eCopy document imaging solution, ShareScan®. The solution, the eCopy Connector for TikitTFB, provides a direct link from the scanning device to Partner for Windows, facilitating the capture of paper-based information and importing it into Case Manager.

Jonathan Pupius, IT Manager at the firm comments, '*We had been experiencing*

#### FIRM SPECIALISM

Licensing

#### LOCATION

Sheffield

#### PARTNERS

4

#### SOLUTION DEPLOYED

Nuance's eCopy Connector for  
TFB's Partner for Windows



#### CONTACT

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## A PARTNER FOR WINDOWS CASE STUDY



*a number of operational problems with our existing scanning solution, which were amplified by the fact we couldn't transfer the files into Partner for Windows. After looking at the eCopy Connector for TikitTFB solution, we quickly realised the potential benefits of implementing it and sought to arrange a trial straight away.'*

### THE BENEFITS

After a week of archiving with the eCopy Connector for TikitTFB, the firm had scanned 3,000 pages and archived around 100 files. This was achieved by two junior members of staff archiving for 2 hours a day; if they continue to scan at the current rate they will be able to clear their backlog within a year.

*'The obvious benefits to employing the solution are that we no longer have to outsource the physical archival of files which saves us a considerable amount of money per month. Compared to the previous system we had in place, the amount of time it takes to archive a file has been significantly reduced and in terms of the environmental impact our firm has, we could look to decrease our carbon footprint drastically by streamlining the way we use paper files with a view to removing the need to store and print copies of files completely.'*

### THE FUTURE

As with any process that requires human intervention there is the potential for error and the firm want to ensure that the process is as automated and as error free as possible.

In order to achieve this, the firm have begun to audit the files before they are scanned. Each file has a front sheet generated with a 'barcode' referencing the relevant entity/matter in Partner for Windows. At the moment this will help to make manually locating the records in Partner for Windows much easier but going forward, the firm hope to utilise the eCopy Barcode Recognition Service, so that when the front sheet is scanned, the system automatically locates the matter and archives the file.

In conclusion, *'Utilising this technology, we can create configurations that locate records in Partner for Windows automatically using a naming structure that we require. This will involve some development by both TikitTFB and ourselves but once this is complete it will make the scanning process more efficient and reduce the chance of human error'*.

### ABOUT TIKITTFB

With more than 30 years of dedication to the legal profession, TikitTFB supports over 600 legal practices throughout the UK with managing risk, ensuring compliance and enhancing profitability using our award-winning Partner for Windows Practice and Case Management system.

Partner for Windows uses industry standard Microsoft technology, enabling the software to be smoothly integrated into existing infrastructures. Catering for firms of all shapes and sizes, Partner for Windows provides a flexible and comprehensive solution which can be readily tailored to meet the needs of practices now and in the future.

Part of the Tikit Group, provider of IT services and software to 90% of the UK's top 100 law firms, TikitTFB is well positioned to make magic circle technology accessible and affordable to large regional and high street firms.

### ABOUT NUANCE

Nuance Communications, Inc. is a leading provider of speech and imaging solutions for businesses and consumers around the world. Its technologies, applications and services make the user experience more compelling by transforming the way people interact with information and how they create, share and use documents. Every day, millions of users and thousands of businesses experience Nuance's proven applications.

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