



Challenge

- Slow retrieval of client files
- Multiple locations for client files
- Inconsistent quality of documents
- Too many staff and inefficient process

Solution

- Electronic Records Management System
- GLC managed services onsite conversion of existing and new documents
- Compatible bar coding and labeling system
- Reduced staff

Results

The successful conversion of the entire records management department improved record retrieval and file system management by nearly 250 percent.

- Fast paperless access to client files
- E-Fax to desktop for instant attorney response
- Faster file tracking and filing
- New reporting structure
- Value Added Review (VAR) reporting system

Electronic Records Management Delivers Efficiency and Transforms Document Handling

Wilson Elser Moskowitz Edelman & Dicker is a global law firm based in New York City. The firm's national presence, with offices in 21 cities across the United States, has contributed to its success since its founding more than 32 years ago.

After meeting with GLC Business Services, and identifying their requirements, Wilson Elser chose GLC as the onsite service provider when the firm decided to change from an internal employee support model to the GLC Business Services model. The contract, which has been renewed several times over the past decade, began with a full scope office services solution to increase productivity and improve copy, mail and fax services in multiple office locations.

Today, after nearly 10 years of service, GLC now provides office support services and records management to its operations teams in Stamford, CT, White Plains, New York, and its New York City location. Since the beginning of their contract with Wilson Elser, GLC has worked creatively with administrators to establish innovative, scalable solutions to meet the needs of the firm's office support services centers, records management departments, and facilities management teams. Throughout the years, GLC has been responsible for company-wide infrastructure change from the way employees handle client records and files throughout the lifecycle of all firm documents.

Challenge

When GLC started at Wilson Elser in 2001, the firm had concerns associated with record retrieval and document management. In addition, the firm's business support labor costs were too high due to inefficient processes and ineffective onsite management. They were looking for a company that would give them greater control over quality and productivity and still provide cost-effective solutions. GLC's charge was to find efficiencies and streamline as many of the function areas as possible.

"The key objectives of the solution were to find client files quickly and accurately to enable better client service," said Administrative Director for the NY offices, Jim DiBenedetto. "Conversion to electronic records management was well worth the process and growing pains it took to achieve efficiency."

Jim DiBenedetto

Administrative Director for the NY offices

Program Solution

After successfully implementing an end to end document production solution at the White Plains office, GLC was immediately asked to review the records management process at all three NY-area offices toward implementing a full scope Electronic Records Management (ERM) system.

Program Solution- *continued*

John Imperiale, Senior Vice President, and Director of Sales for GLC explained that the ERM solution was imperative to gaining control over the manual processes and paper files that the firm depended on when the service began. *"We have been able to improve the functionality and profitability of number of key areas because of the ERM implementation."*

The GLC team oversees the entire records management operation which includes a bar coding and labeling system to enable easy location of any missing file in the system. The conversion from a manual records filing and retrieval to a computer software based system was the first step in achieving the operational improvements the firm required. Moving files more quickly, finding specific files, and reducing staff are just three of the improvements that resulted from the new ERM.

While the initial capital investment needed to install their state of the art system was significant, operating cost efficiency and reduced labor costs have been just a few of the immediate benefits to the firm. Wilson Elser's NY offices now need fewer secretaries to meet the needs of a growing number of attorneys. Today, the firm boasts a highly productive attorney-secretary ratio. In addition, the system meets legal, regulatory and compliance obligations, while mitigating risk inherent in the handling of legal documents.

Results

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"Today, the GLC team is a part of our company. They are us. We believe in outsourcing and we are enjoying the success of outsourcing at our firm's locations," states DiBenedetto.

The ERM system increased productivity and reduced excessive time lost during the file tracking and location process. It has also significantly lowered the amount of time required for records management staff to perform filing, inventory and document destruction tasks.

Once implemented, the records management department was transformed. In addition, with a new reporting structure and the monthly Value Added Review (VAR) reporting system that GLC employs at every site in place, the process of improving operations and functionality continued with emphasis on streamlining the mail, filing, imaging, and document reproduction center support services.

The VAR reports captured and documented information that GLC used to realign business support services and manage labor and equipment cost. At Wilson Elser, the continuous improvement process included technology overviews and recommendations for investing in technology upgrades to support the initiative. GLC's team of experts continue to research the right software solutions throughout the life of the contract and provide an ongoing review of staff performance.

Today, GLC provides a host of additional back office support at three Wilson Elser law firm offices. The site managers provide monthly analysis reporting of all function areas demonstrating the company's ongoing commitment toward continuous improvement. One of the key areas where significant time and cost savings has been evident is the transition from hard copy fax management to faxes sent directly to the attorney's PC via electronic fax forwarding. This step alone has improved response time by 50 percent.

DiBenedetto summarizes the firm's relationship with GLC *"We began with the copy center, but GLC never stopped improving the office support infrastructure from top to bottom. After 10 years, the GLC team still approaches every day as if the account is up for renewal."*

Since 1992, GLC Business Services has maintained a client retention rate that exceeds 96 percent annually. Wilson Elser chose GLC Business Services because they know that our model of customer service is unmatched in the industry.

If you'd like more information about GLC Business Services, please call us at (866) 258-3910.



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GLC Business Services is an independent provider of on-site office operations for law firms in the United States. The company specializes in deploying high-level, strategic initiatives such as enterprise-wide electronic records management systems and office support services including document production, records management, and mail services. GLC Business Services is known for providing individualized solutions that meet each law firm's specific requirements and objectives. For more information, visit www.glcbusinessservices.com.