

Welcome to the Winter, 2005 edition of Mattern Matters. My name is Rob Mattern and I am the President of Mattern & Associates, LLC.

When is enough, enough?

A good many of the clients we deal with are unhappy in their current situation. Whether it is outsourcing, copier or mail equipment, delivery services or office supplies, the vast majority of them are not satisfied with their current vendor. When we ask them why they don't cancel their current contracts and move their business to another vendor, we usually get one of the following responses:

- ◆ No one else is any better
- ◆ I can't get out of my contract
- ◆ I don't have the time to make a change
- ◆ I don't want to upset XXXXX (you can plug in the name)

Let's examine each these comments:

- ◆ No one else is any better - Every vendor has issues, but some have fewer issues than others. Talk to your associates and ask how their vendors are doing. Get proposals and check references. To put it bluntly, some vendors are just better than others.
- ◆ I can't get out of my contract - Every contract your organization signs should allow you to cancel for convenience or at the least, cancel for non-performance.
- ◆ I don't have the time to make a change - If you are judged by the friends you keep, your career is judged by the vendors that support you. Don't let a sub par vendor prevent you from doing your job well.
- ◆ I don't want to upset XXXXX - Some changes do make people upset, but you can't make an omelet without cracking some eggs. If the reason for the change is well documented, the end users are kept informed, and the transition is well planned, then the change will be a temporary inconvenience for a permanent improvement.

In closing, canceling a contract should be your last resort. Please be sure your contracts include performance standards and penalties/incentives, also notification and cure periods, etc. M



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Is Internet Facsimile for You?

The question is often asked, "Can I send a fax document over the internet?" and the answer is "Yes".

Phone, fax and video calls (IP telephone or fax) can now be placed over the Internet, or any IP network, using software and or hardware that is available on the market today. In most cases, users will only have to make a one-time purchase of the hardware/software to begin sending fax documents over the Internet for the cost of an Internet connection.

Basically, an Internet fax application compresses and digitizes the fax transmission and sends it as individual, separate packets using a protocol that the receiving end (fax machine, hand-held device, fax software, email account, etc.) can decompress and reformat as a document. Facsimiles can be sent over the Internet from PC to PC, PC to fax machine, fax machine to fax machine, or fax machine to PC.

All you need to get started is a connection to the internet and the software and hardware that enables you to send and receive internet faxes. Most of the Internet fax applications will only allow you to communicate with other users of the same application, so both the originator and recipient must be using the same Internet fax application.

Individuals or small businesses that want to utilize this technology must first down-

load an Internet fax software program or obtain an Internet fax device or machine. It will then need to be installed in or connected to the device (computer or fax machine) that you would like to use, and configured to operate properly. You are now ready to go!

Medium to large-sized businesses can utilize the same steps mentioned above, however, those applications do not always utilize and provide the best possible communications quality and typically only allow one user per application to send and/or receive calls. There are other solutions, typically servers, that are better suited for larger organizations, as they allow many more users to simultaneously access the system, and many more fax documents to be processed per hour. These more advanced solutions are more expensive, but your investment can usually be quickly returned through the less expensive method of transmission.

Just another thing to consider in the world of new technology!!! M



Support Services Consulting

Procuring Duplicating Equipment in the 21st Century Law Firm [PART ONE]

Five years ago, the procurement of duplicating machines in a law firm was basically straightforward - Get a machine that can make copies at a specified speed, will fit into a specified space and connect it to the firm's cost recovery system. Typically, the facilities department was responsible and the expense came from that budget pool.

Times have changed.

Today, the procurement of duplicating machines involves much more. Copiers are now multi-functional devices (MFD) capable of not only producing copies, but also printing documents, scanning documents and, on some models, faxing documents. Although not new in the market, the legal community is beginning to see the advantages of this type of technology and utilizing more of it.

As firms begin to incorporate these devices and their capabilities, a number of issues must be addressed. These include:

- ◆ Ownership
- ◆ Workflow Requirements
- ◆ Network Integration
- ◆ Cost Recovery

This article will address each of these issues, how they are related to the procurement and maintenance of MFD's and also provide some insight into how firms are handling each.

Ownership

IS (or IT) are an integral part of the successful implementation of an MFD solution. Without the support, cooperation and "buy-in" from the IS department, an MFD may end up as a copy-only device.

One of the first items a firm must decide is where the expense for these MFD's will be assigned. Is it facilities, as usual? Or, are there costs that should be associated with IS? Many firms are currently leaving the expense with the facilities department. However, as budgets tighten, more facilities managers are pushing for some sharing of the costs.

When determining a fleet of copiers, facilities managers would typically look at current volumes and space requirements and select equipment that would fit. With the ability to print & scan, firms must take into account the print volume that they expect to migrate from their networked laser printers to the MFD's.

It used to be that the facilities department and, more importantly, their budget, were the owners of copiers throughout the firm. If there were a jam, or any issue with a copier, then an end-user would contact the facilities department.

Now, facilities may be the key point of contact, but to deal with the potential software issues, IS has to play an active role. IS and facilities must work together to make sure that end users have working equipment available to them.

More importantly, system and network information must be provided to the equipment vendor to connect the machines. The lack of an IS person with this knowledge on behalf of the firm can result in delayed or even disastrous installations.

Firms are now designating IS people to be part of the procurement team for MFD's. The initial benefit of this approach is getting the IS department involved and realizing that copiers are no longer just copiers.

Workflow Requirements

A key part of the decision process is determining what the firm wants the MFD's to accomplish. For some firms, migrating print away from networked hi-speed printers to MFD's is enough. Others want to be able to scan documents and have them routed into a Document Management System.

The technology is available to do a wide variety of things with a document. The question is, what does the firm need to do with it?

The answer to this question will determine what type of workflow software the firm requires. All of the manufacturers offer an "out of the box" solution, which allows

the device to be connected to the firm's network, and, typically, route scanned documents to an end-user's desktop, or to a shared folder on a network. It will also provide print drivers so print can be diverted from the networked laser printers.

For firms with more specific needs, the following are some of the top solutions:

eCopy - This solution is tied to a Canon MFD. With the latest Canon MEAP ("Multifunctional Embedded Application Platform"), this technology is embedded in the equipment. Typically, eCopy has been an add-on unit with a screen that attaches to your MFD.

eCopy allows users to print as well as scan documents. A user can walk up to an MFD with eCopy, choose to scan the document and:

- ◆ Send it as an e-mail to anyone in the firm's global address book, or anyone with an e-mail address by manually entering that information
- ◆ Send it to the user's desktop for editing and manipulation
- ◆ Send it directly into the firm's document management system (Note - the author has seen a demonstration of this integration with iManage)

eCopy will also track cost recovery information, including client, matter and user numbers. These can be exported into the firm's cost recovery system or as a Microsoft Excel worksheet. eCopy can validate cost recovery information against the information provided by your document management system.

GlobalScan - This solution is proprietary to Ricoh and can only reside on Ricoh MFD's. Global Scan is embedded in all of the Ricoh MFD devices and does not require any additional screens or hardware.

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GlobalScan will also capture cost recovery information but will not validate it.

A firm can connect up to one hundred devices through a single GlobalScan server.

Flowport - This solution is proprietary to Xerox and can only reside on Xerox MFD's. This solution approaches the scanning process from a different angle. Users create a coversheet with routing information embedded, then take the document to an MFD for scanning.

When the document is scanned, Flowport reads the coversheet, which identifies whether the document is:

- ◆ Sent as an e-mail to specified recipients
- ◆ Sent to the user's desktop
- ◆ Sent to a web or other repository

Once a document has arrived at its destination, Flowport will generate an e-mail notification to you.

AccuRoute - This solution is based on the Flowport model. It utilizes customizable coversheets to route documents to e-mail, desktop's or document management system. The latest version is advertised as being able to work with Xerox MFD's as well as Canon and Ricoh products.

This is just an overview of the features of these workflow tools. Once a firm decides exactly what needs to be accomplished, then selection of a workflow tool can be made.

Next issue we will look at Network Integration and Cost Recovery and how you can best use this information to make an informed selection of a workflow tool. ■

(Part Two continued next issue)



Welcome to Mattern Milestones! We use Milestones as a way to make announcements of significant happenings within our company. Please feel free to provide us with any comments you might have.

Upcoming Events

Legal Tech, New York City - We will have a booth at the upcoming Legal Tech in NY, **January 31 - February 2**. Other than presenting our normal services, we will be placing a special emphasis on the procurement of cost recovery and multi-functional device technology. Please visit our booth, number 602.

Cost Recovery Seminar, Philadelphia - We will be hosting a breakfast seminar the morning of **February 17th** at the Union League in Philadelphia. The seminar will focus on the very challenging cost recovery environment in law firms today and review the latest technology available. Attending will also be the major vendors in the cost recovery industry that will be available after the presentation to answer questions and provide product information. We hope to see many of you from Philadelphia's law firm community. Please look for more information on this upcoming event.

New Contract Signings

Cooper Levenson PA, Atlantic City, NJ - Records Management Assessment

Lewis and Roca LLP, Phoenix, AZ - Outsourcing RFP

Morgan Lewis & Bockius LLP, Philadelphia, PA - Outsourcing RFP

Morgan Lewis & Bockius LLP, Philadelphia, PA - Off-site Records Storage Assessment/RFP

Paul Hastings Janofsky & Walker LLP, Los Angeles, CA - Pouch Mail RFP

Montgomery County Community College - Multi-Functional Device RFP

Squire Sanders & Dempsey LLP, Cleveland, OH - Outsourcing "Closed" RFP

Thompson Coburn LLP, St. Louis, MO - Cost Recovery & Outsourcing Analysis

Zuckerman Spaeder LLP, Washington, DC - Outsourcing RFP

Mattern Chili Cook Off

The Mattern Chili cook-off was held during the months of November and December. Each week a different participant made a batch of chili with their secret recipe. After much tasting, burping and debating, Bill Tarrant with his no bean, Shotgun Willie recipe was declared the winner. Bill's prize was a roll of Tums and a bottle of Alka-Seltzer. Good job Bill.

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