

Case Study



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

Situation

Peter Rausch founded his boutique practice (www.rausch.com) in 1993 as a sole proprietorship. The firm added additional lawyers, clerks and staff members, and by 2005 was storing more than 200 boxes of closed files. Rausch wanted to reduce—or eliminate—the costs of storing files and also wanted the flexibility to access his case documents from remote locations.

Solution

After evaluating several electronic document management systems, Rausch selected eDrawer, and a simple conversion process allowed the office to migrate 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 older documents are scanned and can be easily searched, accessed, and reviewed and managed using eDrawer.

“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 suggestions. Quite frankly, these guys are more involved and responsive than any other software company I have ever used.”

Results

“eDrawer has taken us to an almost completely paperless state,” Rausch says. “The eDrawer database tracks electronically the exact same filing system we used to maintain physically. We have not scanned all existing documents, but we are scanning all newly created or received documents and we are able to access everything on-line with much greater ease than the physical system permitted.”

Rausch estimates that eDrawer saves dozens of hours each month because documents can be located and accessed within seconds from any computer within or outside of the office. “The eDrawer system has not only improved our productivity, but generates huge savings in administrative costs and storage. We no longer keep several hundred boxes in storage, and we’ve also eliminated the costs of tracking old files and paying fees to access and retrieve them.”

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.

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