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Lovells

Fax communication digitized Lovells



Customer Profile

With over three thousand people operating from 26 offices in 17 countries in Europe, Asia and the United States, Lovells is one of the largest business law firms in the world. The firm advises many of the world's largest corporations, financial institutions and government organizations. The Amsterdam office counts 40 lawyers, 9 of whom are partners in the firm.

The challenges

Despite the growing use of e-mail, fax remains an important medium for exchanging documents for law firms. Important enough to ensure a professional, secure and reliable solution, including integration with the existing document management and email systems. Lovells previously used conventional fax equipment with several disadvantages. Examples are loss of documents due to limited memory capacity and unavailability of a fax number in case of equipment failure. And even with the smallest margin of human error, manual filing of paper faxes leads to lost and misplaced documents. A professional solution was therefore sought.

The solution

The obvious solution was a digital fax server, Xerox turned to iXware to fulfil Lovells' requirements. Users can now easily fax documents - frequently numbering dozens and even hundreds of pages - from the Xerox multifunctionals located throughout the office. iXware recognizes the sender because it is Lovells' policy that the user identifies him/herself at the MFP. iXware tracks who sends a fax to whom and when.

Availability and flexibility have improved through line consolidation and faxes are automatically digitized and archived on the network. The user receives the delivery report in the MS Outlook inbox. Waiting at the fax machine has become something of the past. In addition users can fax directly from their desktop because iXware is integrated with the MS Exchange environment through SMTP. Faxing has become as simple as sending an e-mail or printing a document.

With the iXware faxprinter MS Office documents, PDF files or, for example, documents from the knowledge base can be faxed directly from the desk/laptop. iXware even allows users to add a personalized cover page in Lovells' corporate house style.



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The results

All fax communication is now digitized. Fax messages are always directly routed to the appropriate person and/or department. This efficient procedure is particularly essential in the legal services sector. Since all fax traffic can now be traced digitally, the organisation has become compliant with 'audit trail' requirements imposed by the Sarbanes - Oxley Act, the Dutch Corporate Governance Code (Code Tabaksblat), ISO standards and other regulations. Replacing conventional fax equipment with iXware in combination with Xerox MFPs faxing is no longer a leak in the audit trail and has become part of the digital workflow

A single communications environment (Microsoft Outlook) for all messages is another significant benefit for all Lovells' employees. This is especially true for Lovells' lawyers who travel extensively. With their PDA (BlackBerry or Smartphone), laptop or web access e-mail client, important incoming fax messages can be easily read in TIFF or PDF format and answered or forwarded directly via email. Costs savings have been achieved by the elimination of analogue devices and telephone lines but also because a considerable amount of time is saved by the Lovells organization.

During the recent global migration of Lovells' e-mail environment, the iXware solution demonstrated its flexibility in that it continued to process fax communications without any interruption. Faxes and delivery reports are now being sent to the correct location, irrespective of the migration status.

Benefits at a glance

- Fax messages, including delivery reports, are always directly digitally routed to the appropriate person and/or department
- A single communications environment (Microsoft Outlook) for all messages, including fax
- Lovells has become compliant with 'audit trail' requirements imposed by the Sarbanes - Oxley Act, the Dutch Corporate Governance Code (Code Tabaksblat), ISO standards and other regulations
- Faxing is no longer a leak in the audit trail and has become part of the digital workflow
- Costs savings have been achieved by the elimination of analogue devices and telephone lines but also because a considerable amount of time is saved by the Lovells organization
- Perfect integration with the Xerox equipment

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*Working together...
getting results.*

Together we can.

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