

**Case Study**

**Jackson Walker  
eliminated its  
paper case files  
with AccuRoute.**





**INDUSTRY**  
**Legal**

**COMPANY**  
**Jackson Walker**  
**Dallas, Texas**  
**[jw.com](http://jw.com)**

Jackson Walker provides comprehensive services in a broad range of practice areas, and its reach extends to clients in more than 85 countries and territories. The firm is a founding member of Globalaw, a worldwide network of law firms with offices throughout the U.S. and in over 165 cities internationally.



**Jackson Walker** used Upland Software's AccuRoute to digitize over five floors or 15,000 linear feet of archived paper records. Paired with its document management system, iManage, the firm reduced document storage by 80% and created a day-forward approach to support electronic case files. Attorneys now have secure access to files from anywhere, and productivity has skyrocketed.





# How can a notably busy law firm eliminate records storage before relocating?

## **This law firm's headquarters needed to downsize before a big office move.**

Jackson Walker's Dallas office was gearing up for a big move but had to devise a strategy to deal with five floors of onsite records storage. The firm's managing partner, Wade Cooper, had a long-term vision to go paperless and knew this was the ideal opportunity to make it happen.

## **Upland AccuRoute integrated with iManage to upgrade records processes.**

By integrating with the firm's iManage document management system (DMS), AccuRoute allowed staff to create cover sheets with embedded profile information so they could easily scan large volumes of archived paper documents directly into the DMS from existing MFP hardware. All profile fields were automatically populated, and all scanned documents were OCR'd so they were text-searchable from the DMS. Now staff across 14 practice groups could locate case files quickly and easily from any device.

*"When we moved into the new 104,000 square foot office, we only moved approximately 3,700 linear feet of paper records storage, down from the original 15,000. At present, we are down to 2,500 linear feet of storage, a massive 80% reduction."*

**– Sharon Kasachkoff**

Chief Logistics Officer,  
Jackson Walker





# For Jackson Walker, going paperless was a highly beneficial team effort.

## Standardized scanning processes boosted efficiency across teams.

Team champions across practice groups worked with AccuRoute support to create a strategic approach and define features within iManage that ensured filing structure and naming conventions were both consistent yet customized according to various requirements. The flexibility of AccuRoute allowed 14 practice groups to devise best practices that enhanced efficiency with standardized processes that could be quickly adopted. Electronic file templates looked exactly like original paper files, and hyperlinks took users directly to other supporting files and information within iManage.

After converting archived case files and implementing a day-forward electronic files strategy, other departments such as human resources, marketing, and accounting started their own conversions. Other offices in Austin, San Antonio, and Houston quickly jumped to employ AccuRoute's technology to achieve similar records scanning initiatives.

## Taking on the "paper light" challenge.

For this firm, one of the greatest benefits of records scanning has been providing attorneys the ability to access, view, and retrieve documents via tablets, home PCs, and smartphones, which means they can service clients without being tied to the office. Multiple people can access the same files simultaneously from any

location, further enhancing productivity and allowing more time to focus on billable client hours.

Because AccuRoute automatically compresses documents upon scanning, the firm avoided soaring data storage costs while also eliminating rental fees and material costs. The firm also tackled long-term storage to save decades of retention costs. By project completion, they reduced off-site storage costs by 90%.

Using the power of an AccuRoute-iManage technology partnership, Jackson Walker took on the paperless challenge and achieved the goal of becoming fully "paper light," enhancing service to their clients and reducing costs across the firm.

## Results for Jackson Walker

**80%**

**paper storage reduction**

Jackson Walker went from 15,000 to only 3,700 linear feet of paper archives.

**90%**

**offsite storage reduction**

In two years, the firm drastically reduced offsite storage needs.

**Upland AccuRoute** helps organizations accelerate business processes by allowing users to easily capture, process, deliver, and fax content from any device using a single, unified platform. AccuRoute automates data capture and extraction using optical character recognition (OCR) to securely process through workflows to applications, people, or storage.

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