



# Law Without Wires.

## Case Summary

### Solution

A personal injury law firm such as Oatley, Vigmond documents, reviews and files a great deal of paper every day. With a growing practice, more cases and more clients, the firm wanted to streamline the management of its paperwork and increase efficiency for its clients. By leveraging two database programs and a wireless office environment, Oatley, Vigmond transformed the traditional law office into a modern paperless environment.

## Challenge

Oatley, Vigmond was founded in 1974 as a law firm specializing in personal injury litigation. Since its foundation, the firm has grown to 40 computer users, including 15 lawyers using wireless notebooks. Today, the firm is recognized as one of the leading personal injury law firms in the country.

As Oatley, Vigmond's cases grew, both in claim size and complexity, Roger Oatley, the firm's founder and senior partner, was looking to streamline the paperwork. "We were generating, accumulating and circulating a great deal of paper and I didn't feel we were as efficient as we could be," he says.

The firm is organized into two teams of lawyers, each working on different cases and sub-divided into smaller teams. Everyone on each team needed access to case file information and needed copies of critical documents. With plans to continue growing the firm, Oatley knew they needed to change the way they were sharing and circulating their files.

"We were looking to go paperless in the office," says Oatley, noting that the paperless office was further empowered with wireless technology that was brought to the company through its IT consultants, Pavliks.com, which provides consulting and IT services to a range of companies in the Barrie area.

## Solution

The first step in moving to a paperless environment involved implementing the two software solutions. Oatley had learned about PrimaFact and Time Matters while attending a legal conference, and these two programs became the foundation of Oatley, Vigmond's paperless office.

Time Matters provides real-time office-wide calendars, a task management and work delegation system, client/customer relations management, project/matter management, research/knowledge management, instant messaging, and communications control, including email, phone, and fax. PrimaFact is a digital imaging and document retrieval software program that integrates scanning, document archival and full-text and keyword searches, using OCR technology.

The next step was improving access to these newly digitized files. Oatley, Vigmond again turned to Pavliks.com. Andy Bruce of Pavliks.com knew the right approach was wireless. "A modern wireless environment would allow staff access to their files from everywhere inside, and outside the office," Bruce says, adding the implementation was relatively easy, once the access points were in place. "It's been working flawlessly ever since."

Bruce notes that Oatley, Vigmond is focused on implementing new technologies to increase efficiency. "They are always willing to try new things," he said, noting the wireless implementation has allowed Oatley and his staff new levels of flexibility and a freedom to work from anywhere.

The paperless office has increased the data storage and backup requirements. To accommodate the increased storage requirements, Pavliks.com installed seven Intel® Pentium® III Processor and Intel® Xeon Processor powered servers, and an optical autochanger to manage backups on their database.

Concerned about security since their files are all extremely sensitive and confidential, the company added a Citrix Metaframe XP server to provide a multi-layered wireless security plan, including encryption and authentication for employees working wirelessly in the office and while connecting to the office from the road.

In addition to the security advantages preventing unauthorized access, downloading information through the Citrix server requires less bandwidth.

## Key Advantages

"Our new programs, along with wireless, have revolutionized the way we practice," says Oatley. From team meetings where case files and assignments are updated to preparing for a trial, the office is no longer inundated with paper and the case files are managed more efficiently.

"I can access every program via the Internet from anywhere. The level of efficiency is absolutely astonishing, and it's the combination of wireless and these programs that let us do it," says Oatley, who installed a wireless LAN in his home office, as well as his cottage to allow connectivity no matter where he is. His Intel® Centrino™ mobile technology-based notebook allows Oatley to carry his office with him everywhere.

### Paperless Office

This paperless environment is very progressive, says Kathryn Knight, who worked in a large Toronto-based law firm before her recent move to join Roger Oatley's team at Oatley, Vigmond.

In a traditional office, every email, document, phone note, and meeting summary would need to be circulated to every team member working on a file, says Knight. Team members would create their own case files, printing out each piece of correspondence. These files were in addition to the main case log that was kept by the assistant of the lead counsel.

The amount of paper generated by a single mail message was astounding, says Knight.

"In my old office, there were piles of paper everywhere. At Oatley, Vigmond, everything I need is accessible online. I don't have any piles of paper anymore."

### No More Arm Strain

An added bonus of the paperless environment has been the elimination of lugging heavy file boxes around. Knight says she no longer experiences "briefcase elbow" - a condition much like tennis elbow, which is developed by routinely carrying a briefcase brimming with paper.

She now carries her Intel Centrino mobile technology-based notebook with her everywhere, and has access to the files she needs on any case, whether she is actively preparing for a trial or completing research. She can also ensure the file moves forward efficiently, whether she is in the office, or catching up on email before heading out for a round of golf.

"I have all of my programs when I am away from my office and can seamlessly access everything" she said. "I don't have to think about what I might need before I leave the office, I can pull up any document on any case, at any time."

### **Single Annotations**

With volumes of documents for each case file, Knight appreciates the ability to annotate specific documents for the rest of the team to review. It allows all team members to see the notes on a file and add their own thoughts, rather than each person independently creating and adding notes.

This has also saved time for the case teams and allows everyone to share his or her thoughts on a single document, from anywhere in the office, or when on the road from a wireless hotspot.

### **More Effective Meetings**

Oatley, Vigmond assigns teams to work on each client file, and manages the case through team meetings, which regularly review the status of each case in detail and assign new tasks. The meeting summaries are projected from the database and are updated during the meeting. Following the meetings, any member of the team can review a document and add notes to the file.

Oatley says the paperless and wireless environment allows them to run more effective and efficient meetings, from anywhere in the office. They aren't tied to the boardrooms.

"It gives us the flexibility to move around the office and to stay connected," he says. "With wireless and the programs we are using, we have reached a level of efficiency that astounds me on a daily basis."

Knight finds that wireless access also saves her time. In the past, she would take notes in the meeting, then she would have to return to her office to summarize her notes for the meeting participants and email them to everyone, before she could start working on her tasks. The whole process of documenting a meeting could take an hour. By accessing the network wirelessly while in the meeting, the process to prepare post-meeting notes has been all but eliminated, allowing Knight more time to help clients.

"It's been a real time saver," she said, adding that during team meetings, every member of the team can review the summary notes and immediately start working on their assignments.

### **Disconnecting with being disconnected**

"I don't go anywhere without my laptop," says Knight, noting she is able to catch up on emails and other correspondence while watching the evening news. "I have the flexibility to work on my own schedule, from wherever I happen to be and the time I spend at home translates into increased productivity at the office."

Her Intel Centrino mobile technology-based notebook and wireless connectivity allow her to enjoy her vacations and time off without worries about her cases waiting at home. "If a document comes in that needs to be re-routed to someone for input, I can do it instantly and know the case is moving forward," she said, adding that it also allows her to clear out her inbox before returning from vacation, which gives peace of mind.

"The work-life balance I have achieved is wonderful," she said. "I don't have to be tied to the office or my desk, I can do some work in the morning at home and head off to play golf in the afternoon without feeling disconnected from the office and my cases. I don't have to be physically in the office to do what I need to do."

"It's wonderfully liberating," she adds.

A self-professed early riser, Oatley likes to get up, grab a coffee and find a spot anywhere in his cottage to get a few minutes of work done. "I can sit down, zap into the office in seconds and it's just like I'm there." It allows Oatley to eliminate any anxiety about being out of the office.

In the past, if Oatley was preparing for a trial, he would have to fill the boat with boxes when he went to the cottage. Today, he packs his notebook with Intel Centrino mobile technology and has all the documents, file access and information he needs to prepare for every case. "I can now take the whole office to the cottage inside one little black bag."

He said the freedom to work anywhere has been a real benefit to him. "With our programs, we don't need to be face to face unless there's a meeting," he says.

## Future Uses

Oatley, Vigmond is constantly looking at new technologies to continue enhancing customer service and efficiency. Oatley is looking forward to a proliferation of wireless hotspots across Canada and the US, so that he can continue to leverage the wireless advantages in more office buildings and retail outlets.

Oatley has been very pleased with his firm's technology improvements. The programs implemented to date were revolutionary, says Oatley, noting there is no other law firm in Ontario with the same level of automation and wireless access.

"The wireless gives us a level of efficiency and ease that is the icing on the cake. It surpasses my expectations, there's no doubt about it," he says.

"I don't think we can measure the time we save. We have more time for more cases, and the number of major cases we have mastery of because of our automation is mind-boggling to me, and has allowed me to grow my business."

**Find out more about a business solution that is right for your company by contacting your Intel representative, or visit the Intel® Business/Enterprise Web site at [intel.com/business](http://intel.com/business) or its industry solutions specific sites at [intel.com/business/bss/industry/](http://intel.com/business/bss/industry/).**

Solution provided by:



Copyright © 2004 Intel Corporation. All rights reserved. Celeron, Chips, Dialogic, EtherExpress, ETOX, FlashFile, i386, i486, i960, iCOMP, InstantIP, Intel, Intel Centrino, Intel Centrino logo, Intel logo, Intel386, Intel486, Intel740, IntelDX2, IntelDX4, IntelSX2, Intel Inside, Intel Inside logo, Intel NetBurst, Intel NetMerge, Intel NetStructure, Intel SingleDriver, Intel SpeedStep, Intel StrataFlash, Intel Xeon, Intel XScale, IPLink, Itanium, MCS, MMX, MMX logo, Optimizer logo, OverDrive, Paragon, PDCham, Pentium, Pentium II Xeon, Pentium III Xeon, Performance at Your Command, Sound Mark, The Computer Inside, The Journey Inside, VTune, and Xircorn are trademarks or registered trademarks of Intel Corporation or its subsidiaries in the United States and other countries.

\*Other names and brands may be claimed as the property of others. 0604/JBS/SBERSCG/PDFONLY