

Hardware and software technology from Lexmark streamlines functions in its own legal department.

## Lexmark legal department saves time with MFP and scanning solution using its own technology

Corporate legal departments are all about documents. And documents have always been about paper. Even here at Lexmark, that has been true. Fortunately, that's changing. At Lexmark, we not only invent the technology that transforms paper documents into electronic images, we're now using this technology in Lexmark's legal department. With our multifunction printers (MFPs) and Lexmark Document Solutions Suite (LDSS) software, we've slashed costs, reduced delays and boosted productivity.

"There are awesome technologies available for the hundreds of law firms that Lexmark calls on as customers, but we weren't leveraging those same solutions internally in our own legal department," said John Steele, Legal Industry Consultant at Lexmark. "This was not only a good business case for improving productivity, it was also a way to demonstrate that we use the technology we build and sell."

Two areas of Lexmark's legal work are very document intense: contracts and patents.

It was standard practice for Lexmark to receive printed contracts from other lawyers, and for the legal staff to retype those documents, creating an editable word-processing file. With documents commonly ranging from 90 to 150 pages and fingers blazing at up to 80 words per minute, a paralegal frequently spent the better part of the day rekeying documents.

In a first effort to speed-up the process, the legal department installed several PCs with dedicated scanners and an off-the-shelf OCR software package. It was an improvement, but necessitated paralegals filling out work orders and waiting for the job to be scheduled and completed.

By deploying Lexmark's own MFPs and OCR software, dedicated scanning PCs and manual rekeying of documents have completely

**"By scanning directly to e-mail, we've combined separate operations into a single task. And with e-mail, there's no chance of entering an incorrect fax number that could result in confidential documents being sent to someone outside of the company."**

—John Steele  
Industry Consultant  
Lexmark International, Inc.  
[www.lexmark.com](http://www.lexmark.com)

disappeared, said Steele. "Now, we simply scan the original document and use the LDSS OCR engine to create an editable file. That file is then routed automatically to our internal electronic document management system."

Process cycle time has been reduced by more than 50 percent, and with MFP devices deployed, the OCR resource is now available to all users.



The image-only PDF maintains the integrity of the original document, providing an accurate snapshot of the unaltered original document at a particular point in time. The editable word-processing file provides a mechanism for keyword searches, allowing any document image to be retrieved almost instantly. Scavenger hunts through dusty boxes to locate specific documents are no longer necessary.

---

**Process cycle time has been reduced by more than 50 percent, and with MFP devices deployed, the OCR resource is now available to all users.**

---

As Lexmark develops new technology, obtaining patents is a crucial step in protecting intellectual property. In dealing with Lexmark's Asia Pacific operation, it's often necessary to send drawings that are used as part of a patent application.

The old way of sending them was via fax. Unfortunately, something usually gets lost in translation; what's printed at the receiving end is never quite as crisp as what was sent. A better alternative is to scan these documents to one or more JPEG files and then attach them to an e-mail message. Though quality improved, more steps were involved.

Now, with Lexmark's own "scan to e-mail" capability, the corporate legal department in Kentucky and lawyers filing patent applications in Asia now enjoy the best of both worlds, said Steele.

"By scanning directly to e-mail, we've combined separate operations into a single task," he said. "And with e-mail, there's no chance of entering an incorrect fax number that could result in confidential documents being sent to someone outside of the company."

To improve efficiency even further, custom scripts were developed for the Lexmark MFP devices. Separate icons now appear on the color touch-screen operator panel for scanning and performing OCR to e-mail for letter, legal and A4 media. A separate icon for scanning and sending only the document image via e-mail is also available.

At Lexmark, we help customers simplify operations or processes. We can now count Lexmark's legal department among our best and happiest customers.