

Deceased Credit Management LLC

Efficient Indexing with FileBound and Taskmaster

Summary

Minneapolis-based Deceased Credit Management LLC is nationally recognized as one of the premier creditors' rights law firms in the country. With 200 employees, Deceased Credit is known for its technical innovation and extensive experience combining the best aspects of the pre-collections process with the effectiveness and professionalism of a law firm.

Key Solution Facts

Components

Datacap Taskmaster
FileBound
Kodak 220i

ROI

Improved productivity

The Challenge

As a large law firm with many clients, Deceased Credit receives thousands of varying types of documents daily – from receipts and faxes to documents on thin, tissue-like paper and skewed photo copies -- storing them for as long as 10 years. Until recently those files were archived in the file room in the basement of the building, staffed by three file clerks who retrieved documents upon request.

This process created many problems. Files were often missing – having been misfiled by human error or removed by other employees. Employees were forced to manually search for the documents – a process that could take several days – monopolizing valuable time and prohibiting clients from receiving legal assistance. Deceased Credit needed an automation system that would allow them to scan and index documents into a digital repository for easy, on-demand access.

The Solution

In 2005, Datacap partner, Ross Capital, recommended an imaging and indexing solution integrating Kodak 200i scanners, Datacap Taskmaster and FileBound document management software.

Deceased Credit began by implementing the ECM solution for their largest portfolios of business before transitioning out to operations like accounting and human resources. Leaving the paper file room intact, Deceased Credit designated one scanning technician to scan all new files using a barcode to designate a new document. Documents are then verified with Taskmaster and indexed using multiple indices before they are delivered to FileBound for archiving. Initially employees were skeptical about the automation.

“People were hesitant to change,” one employee stated. “And there were challenges getting the system set up. But now those same individuals cannot imagine life without it.”

The Result

Now employees are given permissions to view only the documents they need to maintain confidentially and everything can be accessed with a click of the mouse. Employee stress has decreased dramatically. Documents are never missing and more than one person can view them at the same time. Although current paper storage remains intact until the ten-year expiration date, when it can be destroyed, the solution recommended by Ross Capital eliminates the need for new paper document storage space creating a substantial cost savings and strong ROI.