



They were constantly being interrupted because someone would need to print or photocopy something. And it was also right next to reception, so they were again stopped from doing the scanning by clients coming in, as the firm's first priority is to assist the clients.

Petford estimates that it has made Donn & Co's scanning processes about 50% faster, saving a lot of fee earner and administration time and boosting productivity at the firm. There are no interruptions, the assistants can put more documents through in one go and label them at the time they are scanned, with the capability to have the document open onscreen.

It means fewer errors as well. "You know that you're labelling the right document because you can see it then and there, and the system saves it to a folder for you, making it easier to drag and drop into the appropriate case file."

The number of documents Donn & Co processes is very high, she says. Just one case file could have numerous letters, contract, property information forms, planning and buildings regulations compliance paperwork and more, so it takes a long time to scan, label and save all of that information manually.



**The scanning solution is quick and reliable. It's also very user-friendly staff don't need an awful lot of training on it. It's self-explanatory and just takes a couple of clicks. Keeping staff happy is quite high on the firm's agenda and having an accurate and speedy scanning solution makes them more comfortable and will motivate them to work hard on more thought challenging tasks.**

**Sharon Petford, Partner at Donn & Co.**



Beside the need for greater efficiency and staff happiness, a big driving force for using the EzeScan Scanning Solution was the firm's recent decision to undergo a few crucial changes to the way it works, the move to cloud was also on the agenda.

At the moment the firm's biggest challenge is dealing with client expectations. "They're constantly expecting things to be done more quickly, so we have to be prepared and be able to respond to that. That's what we're constantly looking into, and using the Post Partner Scanning Solution is one more way of helping to achieve these expectations" Petford says.

### About EzeScan

EzeScan provides fast, cost effective business process automation solutions including simplified document back scanning, accounts payable, data robotic process automation, forms data extraction, mailroom/correspondence automation and highly integrated EDRMS capture. With thousands of installations in Australasia, North America and the UK, EzeScan is your ideal digital transformation provider.



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