

## Case Study



### Mewburn Ellis LLP, UK Patent and Trademark Attorneys, has implemented a 'Single Electronic Case File' system using Open Text eDOCS DM

Knowhow Consulting, an award-winning Open Text partner with extensive experience working with IP firms, has designed and developed a workflow based system to manage important case documents and their time-critical activities to speed process completion times and earlier billing.

#### Overview

Mewburn Ellis LLP is one of the UK's largest firms of Chartered Patent Attorneys, European Patent Attorneys, European Trade Mark Attorneys and European Design Attorneys, serving clients from the UK and around the world.

Mewburn Ellis LLP were having difficulty in accessing their many case documents, which were previously held in paper stores, in the email system and on various file servers located in different offices.

#### Single Case File

Mewburn Ellis LLP purchased a customized implementation of the Open Text eDOCS Document Management software from Knowhow Consulting, to provide their new, centralised 'eFile' System.

The system provides a single 'eFile' for each client case, that contains all incoming and outgoing documents, emails and attachments for the case across the firm, and is accessible from all of the firm's offices:-

- All incoming postal mail is scanned and automatically routed to the right staff for immediate processing and saving to the 'eFile'.
- All incoming and outgoing emails are saved directly from the Lotus Notes email system into the 'eFile'.
- As part of the implementation, all previously existing electronic documents on file servers were imported into the 'eFile' case folder.
- Finally, all internally generated documents are saved directly to the 'eFile', simplified with rules-based automated filing where possible.

The 'eFile' now holds all case documents in one place and the whole case file can be viewed at a glance, from any office location. All case documents and emails, even postal mail, is now searchable by its content and all other document information.

#### Email Management

Knowhow provided a means to file the firm's Lotus Notes case-related emails in the 'eFile' available to all case participants, at the same time freeing up scarce email system resources, a perennial problem for today's businesses.

#### Integration with PMS

Knowhow provided a tight integration of the firm's existing Practice Management System, so that an 'eFile' is automatically created whenever a new case is created.

#### Time-Critical Activities

A business-critical feature of the system, made possible by the flexible data model and API of the Open Text eDOCS software, was the management of document-related actions according to pre-defined schedules, depending upon the type of document.

#### About Knowhow

Knowhow Consulting has been implementing Information Management Solutions, since 1999 and is a long-standing, award-winning Open Text implementation partner, with extensive experience in deploying Open Text and related technologies in advanced, integrated solutions to business problems in Intellectual Property and other areas.

For more information about Knowhow Consulting Ltd, please visit [www.knowhowconsulting.co.uk](http://www.knowhowconsulting.co.uk)

#### Testimonial

"We believe that Knowhow's listening approach, experience in IP practice firms and technical excellence will result in the system we need and that the extent of their co-operation with Open Text will ensure a successful outcome to the project."

Stephen Carter  
Partner

Mewburn Ellis LLP