

ImageNet Consulting | Enabling the Law Firm of the Future



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It's no secret COVID-19 forced many rapid changes to all industries around the world, and the practice of law is no different: remote hearings, mediation and arbitration, jury trials, in-person interviews and depositions, and meetings with clients all have changed. The list goes on and on.

While news and information available tends to skew negative, a [recent report by McKinsey](#) pointed out that not only do law firms “weather downturns better than the overall economy”, region matters. In fact, during the 2008-09 market downturns, firms headquartered in Texas experienced both revenue and profit gains. With a “light at the end of the tunnel” positive mentality, what can your firm do to be best positioned in the post-COVID era, and how can ImageNet Consulting help?

POST-COVID LEGAL PRACTICE

As firms look towards a return-to-work normalcy, here is the reality of the situation: a hybrid work environment (onsite and remote) is here to stay with [Gartner](#) finding that 82% of companies plan to allow remote work some of the time. Firm technology infrastructure, workflow automation and virtual collaboration, managed print, and critical messaging all present complex challenges that need to be directly and properly addressed. Read on to understand how ImageNet Consulting partners with firms to understand and solve key challenges.

Technology Infrastructure and Management

Direct Costs of Downtime

A lack of IT resources can cause system downtime, forcing employees to follow inefficient alternative processes to work. Due to the absence of proactive IT work, recovery time can also be affected with each minute a company is down costing [an average of \\$5,600 according to Gartner](#). ImageNet's Managed IT services proactively keep systems running by monitoring network usage and issues in real-time. If a potential outage is detected, remote services can be brought online to keep data redundancies in place and ensure business continuity.

Indirect Costs of Downtime

Some costs associated with downtime are harder to calculate, like reputation. The legal industry is one in which everything is time sensitive and having to push deadlines due to an outage will cause a direct hit to your reputation, and eventually bottom line. Focusing resources now on [Managed IT services](#) is ultimately an insurance policy that should be treated as mission-critical.

Cybersecurity Risks

It should come as no surprise that law firms, with troves of confidential information, are prime targets for hackers. Over the last several months, several law firms have been the [target of attacks](#) with hackers infiltrating files and backups, and hijacking administrative controls. With the help of managed services, new hacking methods are researched and addressed, and vulnerabilities are remediated with the highest level of safety.

Workflow Automation and Virtual Collaboration

Workflow Automation

Clunky workflows and handoffs of unstructured data (emails and attachments, paper documents and sticky notes, forms, videos, etc.) have long been a time suck in an office environment slowing business processes and introducing opportunity for error. A [content management system](#) like Laserfiche creates a structured, secured, audited and managed document workflow, ensuring nothing falls through the cracks. Laserfiche's system is easily adapted and scalable to a firm's changing workforce conditions, ensuring the clock speed of your work doesn't slow and your clients stay satisfied.

Digital Forms

Gone are the days of sitting around with pen and stack of forms on a clipboard. While matters like client onboarding, wills and trusts, estate planning and more have historically required face-to-face meetings, utilizing a digital forms package can speed up this process and reduce errors. Basic information needed for onboarding, a will, power of attorney, and healthcare directives can be entered to a secure online portal, which then kicks off a digital workflow where a document package can be sent to a client.

Faxing

Unfortunately, this relic from the 80's is still prevalent, oftentimes in analog form. However, it's hard to monitor the fax machine when no one is at the office. Moving to a digital fax system like XMedius removes legacy costs and equipment, and allows remote and mobile employees to access and send faxes through an application on their computer, phone or MFP, while maintaining the highest levels of security in transmission and storage.

Managed Print

Despite the rush to go digital and our efforts to enable employees to work from anywhere, printing and paper documents remain foundational in an office. As employees return to work, documents will be produced. While few businesses let their computers go unmanaged, a printer fleet represents one of the most extensive unmanaged set of assets a company owns.

How Managed Print Helps

A [managed print provider](#) like ImageNet specializes in streamlining print, helping firms identify inefficiencies and reducing operational costs through:

- + Expert guidance on device selection
- + Inventory management
- + Access control and print reduction
- + Improved security
- + Integration to digital workflows
- + Enabling mobile print and driver management

Digital Messaging and Communication

Never has communicating critical messages been more important than during COVID-19, and effectively relaying messaging for safe return to work protocols will be critical as the firm doors open back up. Directives regarding social distancing, face coverings, office travel patterns, hand sanitization and more are not only encouraged, but required by ordinance in many areas.

Cloud-Based Digital Signage

[Digital signage](#) is the next generation of effective communication and allows broadcasting of important information to digital screens across an organization. No more printing flyers or posters and hanging them up around the office where employees walk around and oftentimes look at outdated information; instantaneous or pre-scheduled informational

updates make sure your employees stay engaged and in-the-know. ImageNet's comprehensive digital signage solution wraps your hardware, software, and content creation in to one seamless platform.

Desktop Broadcasting

As previously noted, not all employees are returning to work soon, if at all. Enough email gets pushed around daily to drive a person crazy, yet critical information still needs to be shared. Utilizing a [desktop app](#) enables your organization to quickly send important alerts and notifications directly to the desktop, including live data integrations to show KPIs – bypassing an overfilled email inbox and going direct to your employees.

IMAGENET CONSULTING HELPS BUSINESS ENHANCE FIRM PRODUCTIVITY

A well-oiled hybrid workforce is a strong asset and clear competitive advantage. By having fewer employees in the office, businesses can offer a safe, more comfortable setting for employees, engage a wider pool of talent, and benefit from a more agile workforce that can better respond to client or market demands.

However, implementing an adequate ecosystem for your firm to thrive in this environment requires the appropriate guidance and infrastructure. ImageNet Consulting partners with firm leadership to develop and implement the infrastructure and processes necessary to optimize operations – no matter where they occur.

[Contact ImageNet](#) today to understand how we can enable your firm to thrive in the future.

ABOUT IMAGENET CONSULTING

ImageNet Consulting was founded as Southwest Typewriter Company in 1956. As times and technology changed, so did their name. Southwest Typewriter Company began a legacy of providing superior solutions, products, and services. Adapting to innovations in office equipment change, ImageNet has continued to provide clients with the best products and services that meet their needs. Now at the forefront of Managed IT Services, Enterprise Content Services, Digital Display Services, Managed Print Services, and 3D printing, ImageNet Consulting continues to utilize platforms of leading technology to maximize efficiencies and lower costs clients across the nation.

For more information about ImageNet's products and services, visit www.imagenet.com

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