



## Kilpatrick Stockton LLP Saves Over \$193K, Increases Efficiency and Improves Client Service with Microsystems DocXtools

*Kilpatrick Stockton's Word Processing Resource Center has been using DocXtools software since 2001. After conducting a value-analysis research project, the firm anticipates saving over \$193,000 this year alone with DocXtools. In addition to cost savings, the Resource Center continuously increases its efficiency and helps Kilpatrick Stockton lawyers provide a higher level of client service.*

### Firm Overview

With over 460 lawyers in nine offices in the United States, Sweden and the United Arab Emirates, Kilpatrick Stockton provides clients with services in a variety of practice areas, including construction and infrastructure; corporate and business; employee benefits; environmental, land use and natural resources; finance; government; health and life sciences; intellectual property; labor and employment and litigation.

### Situation/Solution

In an effort to reduce costs and increase efficiencies, Kilpatrick Stockton analyzed the value of some of its existing technologies, including DocXtools software. Specifically, the firm's Chief Information Officer requested that the Resource Center track its use of DocXtools for two weeks to analyze the value and cost savings it provides.

The Resource Center operators at Kilpatrick Stockton have been using DocXtools for its document quality control, clean-up, restyling and re-numbering since 2001. DocXtools is a strategic application with document assessment, cleanup and problem-solving features that help document authors and support teams produce high-quality Word-based work product.

*"About 50% of our Corporate attorneys proactively send the Resource Center their documents for clean-up and removal of corruption," said Sharon Munajj, Manager of the Resource Center at Kilpatrick Stockton.*

*"DocXtools is a valuable resource for us; it helps us ensure documents are of the highest quality," said Jeffrey Benson, Commercial Real Estate, Development, Zoning, Leasing and Real Estate Finance Partner at Kilpatrick Stockton. "With DocXtools, we provide a value-add to our clients."*

Sharon Munajj, Manager of the firm's Resource Center, led the value-analysis research project. For two weeks, the firm's Resource Center operators documented the length of time it took to resolve document issues with Microsoft Word alone versus the time it took to resolve with DocXtools.

### Solution Overview

#### Company

Kilpatrick Stockton LLP

#### Company Profile

Kilpatrick Stockton is an Atlanta-based law firm with more than 460 lawyers located throughout the United States, Sweden and the United Arab Emirates.

#### Business Situation

In an effort to reduce costs, increase efficiencies, and maintain the highest level of client service, Kilpatrick Stockton analyzed the value of some of its existing technologies, including DocXtools. The firm's Resource Center documented its use of DocXtools for two weeks to quantify the value it provides.

#### Results/Solution

Kilpatrick Stockton saves over 4,500 Resource Center hours with DocXtools, equating to over \$142,000 in one year. Additionally, the firm decided to reduce its Resource Center hours from 24/day to 18.5, saving the firm another \$50,000 +/- year.

#### Benefits

- Cost savings & reduction
- Increased efficiency of the firm's Resource Center
- Improved client service

#### Microsystems Software

**DocXtools** helps document intensive organizations ensure the health and quality of their documents with document quality control, clean-up and problem-solving capabilities. DocXtools is a component of the Knowledge Partnership suite of software and services.

The Resource Center documented 63 jobs in a period of ten business days. The types of document quality control projects included document scan and clean-up; conversion of documents to Microsoft Word and PDF; identification and correction of document corruption; table/chart conversion; and the identification and removal of nested tables.

The value-analysis research results concluded that the firm saves over 4,500 hours a year, or 2 ½ hours per job, with DocXtools.

<b>Hour Savings with DocXtools</b>	
Number of hours saved in 10 business days	<b>153.5</b>
Average number of hours saved per job	<b>2.5</b>
Average number of hours saved per day	<b>15.35</b>
Estimate of hours saved in one year (299 business days):	<b>4,589</b>

## **Business Benefits**

### **Cost Savings & Increased Efficiency**

Per the number of hours the Resource Center saves with DocXtools, the firm saves over \$142,000/year, but that is not the only time and monetary savings that DocXtools provides. Shortly after the value-analysis took place, Kilpatrick Stockton decided to reduce its Resource Center’s support coverage from 24 hours a day to 18.5, saving the firm another \$50,000+ per year, bringing the total savings to over \$193,000 for one year alone.

*“DocXtools is a business-critical application for us,” said Munajj. “We certainly would not have been able to reduce our support hours without it. The workload of our operators almost doubled, but with DocXtools, they are better-able to handle the increase.”*

### **Increased Client Service**

*“The legal industry would not be able to offer quality service to its clients without having Microsystems as a partner,” said Munajj. “Their services and products are absolutely outstanding. The fact that some of our clients send the Resource Center documents before providing them to the lawyer they are working with is a huge testament to the level of client service we provide. DocXtools enables us to provide this elevated level of client service without significant costs to the firm.”*

In addition to the money saved on reducing man hours, Kilpatrick Stockton lawyers are able to turn around documents faster since problem documents can be fixed, on average, 2½ hours more quickly using DocXtools. This supports Kilpatrick’s lawyers in providing more responsive client service.

### **About DocXtools**

[DocXtools](#) is a strategic application seamlessly integrated into Microsoft Word that helps document intensive organizations ensure the health and quality of their documents. Used both by legal teams (lawyers, legal assistants and secretaries) as well as document experts, DocXtools provides document quality control, clean-up and problem-solving capabilities. DocXtools is part of the Microsystems [Knowledge Partnership](#) suite of software-based solutions and expert support.

### **About Microsystems**

Microsystems is the acknowledged leader in [document creation](#), productivity and [quality control software](#) and services for legal, life sciences and other document-intensive industries. Microsystems provides more than 650 client firms and document-intensive businesses with an innovative combination of software products, consulting services and training designed to improve the total document creation, quality control and delivery processes. Microsystems is based near Chicago in Downers Grove, Illinois, USA. For more information call 630.598.1100, e-mail [sales@microsystems.com](mailto:sales@microsystems.com) or visit [www.microsystems.com](http://www.microsystems.com).