



Brownley Law Group Reduces Delivery Costs and Improves Staffing Efficiency While Providing Secure File Access for Its Advocates

THE CHALLENGE

The Brownley Law Group needed a convenient, yet secure method of transporting files to the firm's advocates located throughout metropolitan Washington, DC. The office manager was spending a significant amount of time each week preparing and hand-delivering the files, as well as keeping track of the location of files at any given time.

THE SOLUTION

FileWorks Online™ provided a secure, online virtual file cabinet with integrated faxing and proprietary scanning software to support a centralized, Web-accessible storage system.

RETURN ON INVESTMENT

By implementing FileWorks Online™, The Brownley Law Group is:

- Saving money on delivery costs, paper, ink, and equipment.
- Expediting delivery of information to remote-based advocates who can access the documents any time day or night with an Internet connection.
- Increasing staff efficiency by eliminating the time-consuming process of hand delivering documents.
- Benefiting from reliability through a central file storage system, which ensures document privacy and accountability while simultaneously backing up stored files to a geographically diverse data center.

CASE STUDY

FileWorks, Inc.
www.FileWorks.com

Brownley Law Group Reduces Delivery Costs and Improves Staffing Efficiency while Providing Secure File Access for Its Advocates

Centralized files with secure online access helps Brownley Law organize and track client files and expedite delivery of files throughout the firm.

EXECUTIVE SUMMARY

The Brownley Law Group needed a better system for sharing client files with advocates working in separate geographic areas. The office manager was interested in centralizing the system, hoping to eliminate time away from the office. With FileWorks Online™, he can focus on other work tasks, while advocates can quickly and easily access the files and information they need.

COMPANY PROFILE

The Brownley Law Group is passionate about Special Education law. Drawing from personal experience, the firm's founders brought together a team of lawyers and advocates with the goal of helping parents to become effective advocates for their child and raising awareness of the services Special Education children are entitled to receive.

The family-owned and family-oriented firm offers full-service representation and advocacy, as well as a series of seminars that review Individualized Education Programs (IEPs), negotiation strategies and tactics, and how to work in the system. The firm is staffed by a handful of lawyers and advocates who work throughout a number of counties in Virginia and Maryland, as well as in the Washington, DC, area.

THE BUSINESS CHALLENGE

As the office manager at The Brownley Law Group, a small, hard-working law firm, David Brownley handles a variety of responsibilities. From delivery person to technology guru, he must efficiently manage his time. With lawyers and advocates working remotely instead of located in a central office, Dave was called upon a few times each week to quickly deliver documents to them. Dave needed a better way to safely deliver the documents to the firm's advocates, while keeping track of the documents' locations. He wanted a more centralized system for sharing the documents and ensuring they remained private.

THE FILEWORKS ONLINE™ SOLUTION

Dave turned to the Internet, conducting a Google search for online document storage. He discovered that very few of the services that he reviewed provided file storage and digitalization of incoming faxes. He decided to participate in the one month FileWorks Online™ trial because it provided a central, filesharing center for the firm's confidential client files. He said, "No other service offers as much as FileWorks Online™ does in one location, without requiring that we subscribe to multiple, incompatible services."

As the FileWorks Online™ Account Owner, Dave manages who can access the account. He uses the account to store the firm's administrative documents (such as client update templates, brochures, Word documents, etc.); however the majority of stored documents are related to the firm's clients and cases.


A folder is made for each client and all documents associated with the client are placed in the folder. Digital files are uploaded using the FileWorks Online™ website upload tool and paper documents are scanned and then uploaded. This central, virtual file cabinet contains everything from jotted notes to legal documents, such as court orders and subpoenas.

Each advocate is issued a Guest account. Dave then assigns access rights to specific folders through the Folder Permissions menu. The advocates can, then, obtain the documents they need at any time, from any Internet connection.

A week after signing up for a FileWorks Online™ trial account, David was confident that this was the option he needed to centralize the client files and make them accessible to the firm's advocates. He had already saved enough money and time to clearly justify the expense.

Although he could instantly obtain a new, toll-free fax line through his FileWorks Online™ account, Dave didn't want to inconvenience his clients or colleagues by changing the existing fax number. He inquired about moving his firm's current fax phone number to FileWorks Online™. He submitted a fax line porting request to the FileWorks™ Customer Support team and a few weeks later, the transfer was complete.

Now, Brownley Law Group has an efficient virtual office. The firm's website and email are supported through virtual services and all client files and faxes are stored in FileWorks Online™. Each time a fax arrives, Dave is sent a notification by email so he can retrieve the fax and file it in the appropriate folder. He can also send an email link to the fax so his colleagues will know the information has arrived. Brownley's goal was to keep files "as central as possible," he said. "If the firm expands, it would not be feasible to physically transfer documents." FileWorks Online™ provides the central storage and convenient access the firm needs now—and into the future.



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Dave Brownley
Office Manager
Brownley Law Group

BENEFITS

Cuts Down on Costs

Dave estimates that before using FileWorks Online™, he made deliveries an average of two or three times per week, at about an hour per errand. Monthly labor costs for 8-12 hours of document delivery time, plus the cost of gasoline, car maintenance, tolls, and parking expenses far exceed the costs he incurs by accomplishing the same task with FileWorks Online™.

Using FileWorks Online™ for document storage and file sharing has also saved The Brownley Law Group money on postage, rendering documents available as soon as they are uploaded in the account—far sooner than with the previous, paper-based system.

The firm also sees cost reduction on paper and ink, as there is no need for a fax machine because digital files are faxed directly to and from the account.

Saves Time

Dave has experienced significant time savings after implementing FileWorks Online™. In addition to the immediate availability of documents, FileWorks Online™ frees up several hours of Dave's time per week that was previously spent preparing and delivering documents.

With documents faxed directly to and from the account, Dave saves time that he would have spent printing, faxing, scanning, and filing documents and he no longer has to monitor the fax machine because he is notified by email each time a fax arrives.

Dave also is responsible for training staff when new software is put into place. With FileWorks Online's easy-to-use interface, most of the people who access his FileWorks Online™ account need minimal or no training.

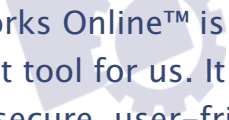
Maintains Confidentiality

Confidentiality is important in every law firm, especially The Brownley Group, where the cases also include private information about health and medical diagnoses. FileWorks Online™ complies with the technology standards for HIPAA compliance.

With FileWorks Online's permission-based access to folders, Dave controls who accesses each client folder and he can ensure that only the people who have a need to access the file have clearance. The Document History feature also lets Dave review who has seen each document.

THE FUTURE OF FILEWORKS ONLINE™ AT THE BROWNLEY LAW GROUP

Dave is pleased to have a central file system that requires almost no IT effort. The system has been in place for three months and he feels that there is more that he can accomplish by using more of the tools. He plans to download the free FileWorks™ Scanning software, which will allow him to convert paper documents into digital documents and file them in the account in one transaction. He said, "FileWorks Online™ is the perfect tool for us. It is an easy, secure, user-friendly way of being able to access important information wherever you've got an Internet connection. You can allow anyone access—and not allow them access—relatively easily. And, it works on PC and Mac. Everybody loves it."



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Dave Brownley
Office Manager
Brownley Law Group

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ABOUT FILEWORKS ONLINE

FileWorks Online™ is an affordable virtual file cabinet for centralized storage and safe sharing of files with anyone, anywhere at any time. Extensive rights controls allow account owners to give others access to the account at varying levels and with varying individual rights. Access to files is tracked and may be reviewed for eDiscovery and audits.

Delivered online as Software-as-a-Service (SaaS), FileWorks Online™ relieves companies and IT departments of the time and expense burdens associated with running a complex filesharing server.

Data is protected by state-of-the-art security. FileWorks Online™ is Intel® Certified, which ensures that it is enabled for Intel® technologies, free of all known significant security vulnerabilities, and monitored for security issues. Extended site validation through Network Solutions' SiteSafe ensures 128-bit encryption during transmission and a \$1 million relying party guarantee. With FileWorks Online, all files are encrypted while stored on the server—a security feature rarely offered by other online document storage services.

FileWorks Online™ increases a business's effectiveness and efficiency with its unique built-in features, including

- file sharing inside or outside of the company
- email links to direct other users to specific files and folders
- the ability to custom brand the account with a company logo and offer branded login options
- email and text notifications when activities occur in the account
- electronic signatures for legal or internal sign-off on documents
- integrated scanning that takes documents from the scanner directly to specific folders
- online faxing from and into the account
- document notes for making notations with a document

Pricing starts at \$29.99 per month, which includes real-person, North America-based customer support. FileWorks Online™ has no long term commitment.