

PROVIDING INCREASED VISIBILITY AND PRODUCTIVITY

Various areas within the document life cycle can significantly increase costs and have substantial consequences for your organization including – on-site staffing, mailroom management, records management and document digitization. Novitex has nearly 30 years' experience in reception staffing, mail solutions and backfile scanning and indexing. With our expertise, we can help improve your processes to uncover hidden costs impacting your bottom line. Our solutions optimize and integrate your workflows resulting in reduced costs by up to 30%, increased visibility into your processes, mitigated risk, improved quality and increased productivity.

LEGAL EXPERTISE

Our team brings a depth of experience through industry best-practices, cost-savings and capital-preserving techniques. From effective on-site professional staffing to experience in eDiscovery, we help legal leaders with critical document and production needs. Our clients include small to large law firms practicing litigation, transactional and criminal law. Each of our 90 clients are managed by a dedicated legal representative who helps them navigate the continual changes within the legal industry and ensures optimal client satisfaction.

SOLUTIONS OVERVIEW

Reception Services: Receptionists are lobby ambassadors responsible for creating a positive first impression for visitors. We staff our clients' reception posts with expert personnel who leverage our innovative **PodTracker** technology to aid in facilities management such as conference room organization and room sweeps. Data from our PodTrackers feed into our proprietary dashboard tool, **NoviMetrix** to facilitate efficient and timely reporting. NoviMetrix has full drill-down capabilities for expanded visibility into the status of project metrics and issues helping you to completely maximize visitor experiences.

SPECIALIZE IN **RECEPTION & COPY SERVICES**

#1 MAILROOM MANAGEMENT PROVIDER

30% OF AMLAW200 FIRMS SUPPORTED

Mailroom Management: Mailroom management is our core business. We have worked to develop industry best practices that improve workflows and drive maximum cost savings for our clients. Our successful track record is substantiated by our diverse group of mail clients, highly trained employees and 30+ years of experience. We offer a comprehensive suite of mail solutions that include, but are not limited to:

- **Secure Mail:** Comprehensive mail screening
- **Digital Mail:** Converts paper to electronic formats
- **Return Mail:** Improve deliverability & reduce waste
- **Mail Sorting:** Scanning, barcode cataloging & automatic sorting technologies
- **Intelligent Lockers:** Simplified, 24/7 delivery & pick-up with enhanced security

Records Management: To operate your business efficiently, you need to be able to access information quickly. We can assist in achieving that by helping you identify which documents should be stored physically vs. digitally so that your employees will be able to locate what they need, when they need it. Additionally, we can help you capture efficiencies with intelligent technology and automated processes. Having an appropriate Records Management program in place can help reduce costs and increase productivity.

CASE STUDY: Records Management Following a merger, our client struggled to manage documents spread across multiple locations – additionally, existing attorneys were uncomfortable with the idea of having one centralized records operation. As a solution, we entered all documents from the multiple firms into a single database with fully automated indexing; converting all documents into a digital format made it easy for the attorneys to search, reducing turnaround times to hours, not days.

Reduced turnaround time to under 20 minutes

Scanning & Indexing: Our comprehensive process centers on data validation, for increased quality control. We work with you to develop a solution that converts only business-critical documents to a digital format, resulting in reduced costs and a stronger ROI. We provide complete visibility into your daily operation and deliver detailed metrics and reports to help consistently identify opportunities for ongoing improvements.

CASE STUDY: Scanning & Indexing A regional law firm had outdated technology, high operating costs and a lack of established back office workflows. The firm wanted to reduce turnaround times and achieve cost savings. We digitized their document management system with technology allowing attorneys to access documents from any location at any time. We also applied workflow best practices, reducing the need for third party vendors and ultimately providing cost savings.

Reduced costs by 32%



Word Processing: We provide accurate, professional document processing support for our legal clients while guaranteeing the highest customer service standards and quality outputs. Our services include, but are not limited to:

- Data input
- Material editing
- Proofreading
- Report preparation

Contact us to schedule an **Innovation Day** – a dedicated session to discuss challenges *specific* to you and share what others in the space are doing.