

Case study: Managing A Complex Global Scanning Project

Millnet's global project management expertise helps international law firm manage its IP

Millnet's client is a top five international law firm with more than 20 offices around the world. Recognising the competitive advantage to be gained by leveraging the expertise of the firm's network of fee earners, a strategic decision was taken to create a global knowledge management database containing intellectual property documentation previously maintained locally in hardcopy.

This required scanning and indexing an estimated 2.5 million pages of source documents, contained in lever arch files, to create a single database that could be accessed instantly from any of the firm's fee earners worldwide.

The firm's Head of Global Knowledge Management, charged with implementing this strategy, commented, "The fact that we were shipping hundreds of boxes of documents from dozens of locations around the world made it imperative that the firm supporting us had real expertise in international logistics.

Complicating matters further was the need to provide continuous access to all hardcopy documents during the scanning process. Above all, it was essential that all documents were scanned with the utmost attention to detail."

The requirement to have staff on hand to review and monitor documents throughout the scanning process meant that the firm elected to establish an in-house scanning bureau at their London headquarters.

From a shortlist of three suppliers, Millnet

and one other were invited to set up a 'proof of concept' scanning bureau.

"Having thoroughly assessed both suppliers in action, it was clear to us that Millnet was the best choice. We felt that if we selected the other firm - who appeared to be cheaper - we would have spent far too much of our time overseeing their work. What we saw of Millnet on the other hand, gave us confidence that they had the project management expertise and the calibre of people to get the job done with the minimum of our involvement."

In the event, Millnet created an in-house scanning bureau occupying 2,000 square feet. The bureau operated on a full time basis and consisted of 20 scanning units, fileserver, support team and project manager - up to sixty staff at the project's peak. Throughput was 50,000 to 60,000 pages per day and, even allowing for disassembly, scanning, indexing, image QA and reassembly, turnaround within the bureau was only 48 hours.

The result? 2.5 million pages successfully scanned, all original documents safely returned, and the project was delivered on time and within budget.

"This has been an extremely successful well-managed project, with great team work and completed on time! Given the logistical complexities this is a major achievement. Millnet's project management and reporting allowed us to keep close control of project costs throughout. We look forward to working again with Millnet in the near future."