



## Ruder Ware Law

Wausau and Eau Claire, WI

With over 40 attorneys and 90 years of experience in serving business owners and individuals, Ruder Ware has established itself as one of Wisconsin's largest and most successful law firms. With offices in Wausau, Eau Claire and Green Bay, Ruder Ware guides clients through intricate legal issues around the world.

"EO Johnson brings an integrity and resourcefulness to the table when it comes to scanning our documents. The excellent client service, the continued quality of the scanned documents we have received, the level of protection of our private client data, and the care of the people we directly work with at EO Johnson continue to bring us back each year to work with them on our projects."

— Angela Mothes, Office Manager  
Ruder Ware Law



### the challenge

Before scanning client files to digital format, working with hardcopy records was time consuming for Ruder Ware Law staff. Angela Mothes, Office Manager, describes the process, "If an employee needed a document from a paper file they would first need to request the file, the Records Department would then pull the file, check it out, and bring it to the employee. After searching for a specific document, the file would then be returned and re-shelved."

Ruder Ware also wanted to provide their staff the ability to access information simultaneously so that attorneys can collaborate from wherever they were located. Mothes states, "We encourage our employees to operate in a paperless environment. We also want to make it easy for our attorneys to be able to access client files remotely."

In a number of litigation matters, attorneys must request any documents related to the case from opposing counsel. These documents are called discovery documents and they too presented challenges for Ruder Ware. "In many instances, discovery documents come in large quantities of papers, files, and banker boxes in paper format. The firm has a set window of time to review and return these documents," says Mothes. Because discovery documents were in paper form, the review process was much slower and inefficient, making the deadline for returning the records all the more imposing.



## the solution

Digitizing records represented a cultural shift for Ruder Ware. Each client record was unique and contained a wide variety of sub-folders and page sizes based upon the complexity of the case. Electronic records would have to be consistent, and the conversion process would need to be seamless to make the transition as easy as possible.


The process started with establishing goals and objectives for the project. Understanding the needs and expectations was essential in designing an approach that would be seamless, would produce positive results, and would make the transition to digital records easy for Ruder Ware staff. Client files were thoroughly reviewed and an indexing structure was established. Ruder Ware would provide a database file with detailed information for every file sent for processing. This minimized the amount of manual hand-key indexing, saving considerable cost.

“We appreciate how the EO Johnson Scanning Team listens to us. If we have questions on how best to manage our file scanning based on a limited budget, or ideas on how additional information may be beneficial, they listen to us, discuss our options, and provide us with a well-considered and thorough answer. Not only do they work with us effectively, their response time is phenomenal,” says Mothes about the planning and implementation process. Records were scanned and Premium Level Quality Control was performed with a one-on-one review comparing every hardcopy page to every scanned image. Mothes adds, “You will not find a more organized, well thought-out and seamless process for handling your scanning needs. The quality of their scanning is excellent.” The client file data was output as custom named, text searchable PDF files within an organized folder structure. The delivery process is secure with Ruder Ware downloading the completed data directly from the EO Johnson server.


For the discovery documents a structured program was established that would meet deadlines and provide data back in a way where the attorney review process would be most efficient. Angela Mothes describes, “They make the process simple for us. We call them, they pick up the records and scan them in the time we have allotted to have the discovery records, and they return the physical documents and scanned documents to us in an organized manner. It is all seamless.”

Since 2016, over 620 boxes have been scanned, producing over 1.3 million total images. “In the time I have been working with the EO Johnson Scanning Team, they have definitely exceeded my expectations, and continue to do so each year. I have never worked with a team with the level of understanding, care, and organization as EO Johnson. Their operation appears seamless to our Records Team, and we have complete trust in working with them on our projects,” says Mothes about the experience.


## the results




**Accessibility:** “We are able to accommodate our attorney needs by having our client files readily accessible, in a searchable format by having them scanned. When we have multiple attorneys or paralegals working on the same client matter, they can all easily access up-to-date documents from the electronic file, making them more productive.”




**Efficiency:** “Now, employees can find files in a shorter amount of time by directly accessing the electronic files from their computer. This requires less staff time and less process laden tasks. The employee can retain the document they need more efficiently and thereby, move on with their immediate work.”



**Valuable Space:** “Our firm is also able to reduce the physical space needed to store physical client files, thereby saving money that can be better used throughout the firm.”



**Response Time:** “We know we can count on EO Johnson to work us into their schedule, and get these documents scanned when needed. Having this service available is valuable to our attorneys and staff.”



**Security:** “Scanning closed client files has also reduced the need to destroy older files to make space for newly closed files. Now, if an attorney were to need an older client file, he or she can easily access it in a scanned format without the concern that the file has been destroyed.”