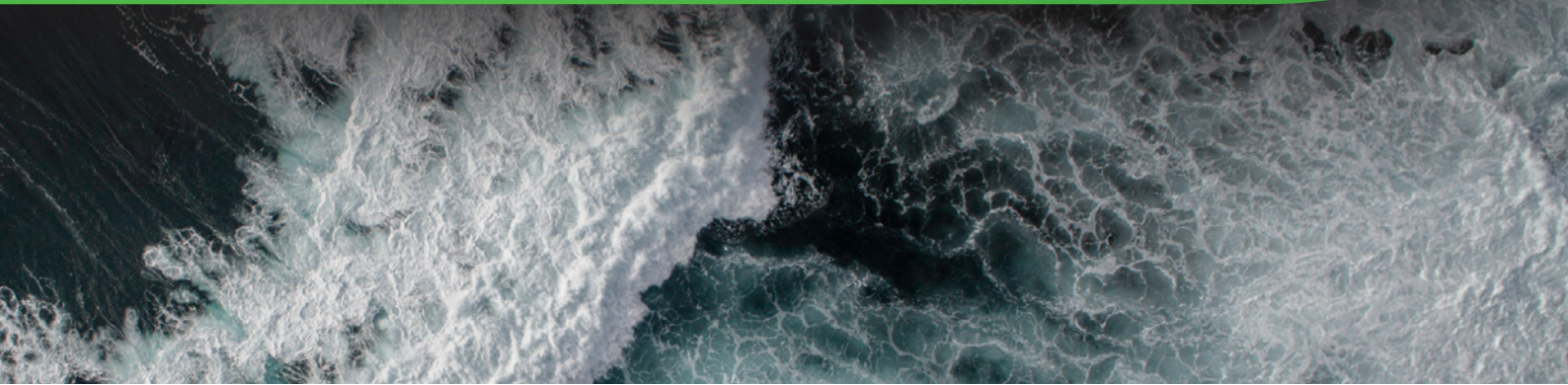




CASE STUDY

White Glove Handling for High Security Documents



We understand your profession and we understand your need for rigorous protocols, security, uncompromised quality and commitment to customer service. Our clients entrust us with the task of managing highly sensitive and confidential documents.

The Challenge

An Australian Federal Government Agency ('Agency') required specialist handling of sensitive evidence. The Agency had approximately 12 boxes of materials which needed scanning. The material was hand delivered directly to the secure room in our Melbourne office.

The Solution

We have experience in handling white glove material and understand the sensitive nature of this evidence.

Law In Order dedicated a project team to the task to ensure security and confidentiality.

After the materials were delivered, the Operations Manager, who oversaw the job, worked with staff from the Agency to sort through each box and packet of evidence.

The exact materials were checked and signed off by our project team to ensure everything was accounted for and then the materials remained in our secure room until they were required for scanning.

When a box was required for scanning, it was collected and taken to our production floor. Only project team members were permitted to handle the material and all team members wore white gloves during the scanning and QA process.

The documents were scanned using Optical Character Recognition (OCR) to produce editable and searchable electronic files. The files were then delimited, a process that determines the start and end of documents, and categorises electronic documents by either client name or subject to minimise file searching and create a database of files that is easily searchable.

Our team also used objective coding to capture metadata from the documents (e.g. document date, author, recipient, document type, etc). This metadata could then be uploaded into any review platform to increase the documents' searchability, making document review more time and cost efficient.

Once this process was completed, the Agency staff returned to our office to collect the hard copy materials and the electronic material on USB. All evidence was checked and signed off, then re-secured and taped up.

Your Project

We have undergone rigorous security reviews. Our security extends to a range of areas including personnel clearance, premises, procedures, protocols, transportation of evidence, storage and information technology. All Law In Order offices have installed reliable and up to date security systems. We have also been evaluated and rated by ASIC.

Our team can scan documents of any size up to A0, processing high volume with fast turnaround. As well as providing delimitation, OCR and coding services, we can also deliver a hyperlinked index according to your requirements.

Should you have documentation that requires special treatment, please do not hesitate to contact Law In Order for an obligation free discussion.

Our client used Law In Order to scan 19 files containing more than 6,000 sheets of paper. These documents were correctly referenced and made into digital files which were then placed onto USBs. Our client was incredibly impressed with the efficiency, ease of the process and felt it was good value for money. Law In Order were incredibly professional and returned the documents to me within half an hour of the phone call and due to our location in West Perth, pick up and drop off were done free of charge. I couldn't recommend Law In Order highly enough. It's a 10 out of 10 from me.

Lauren McEllister, Personal Assistant
Sothertons Chartered Accountants



About Law In Order

Established in 1999, Law In Order is the leading supplier of end to end document and digital solutions to the legal industry providing expert litigation support through our cost-effective document production, expert discovery management and specialist court services. Law In Order operates 24 hours a day, 7 days a week and has offices in Sydney, Melbourne, Brisbane, Perth and India. This ensures that our clients have unrestricted access to the services they require and are able to contact experienced litigation support professionals for assistance and advice at any time.