Law Firm Takes on Big Cases with Document Conversion Powered by ABBYY

Specializing in helping clients with claims against their insurance companies, Kantor and Kantor faced growing mountains of paperwork. Claim files could top 5000 pages, nearly all paper. Manually searching through such files consumed valuable time and human resources – until the firm automated the process using ABBYY Recognition Server.

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>
> *- Alan Kassan, Partner, Kantor and Kantor*

KANTOR & KANTOR LLP

About Kantor & Kantor

Kantor & Kantor is one of the most experienced and highly respected law firms dealing with the prosecution of claims against insurance companies. The firm represents clients whose insurance companies have failed or refused to pay claims arising out of Disability, Health, Life, Long Term Care and other liability insurance claims.

Kantor & Kantor Works to Defend Insurance Claims Clients

For a small law firm such as Kantor & Kantor in Northridge, CA, agility is critical as it takes on big insurance companies representing clients in their disability, health, life and other liability insurance claims.

Unfortunately, Kantor & Kantor found itself mired in sheaves of paper, as it waded through the ponderous documentation associated with the claims.

"Typically, our cases involve reviewing insurance claim files that can be from 100 to 5,000 document claim pages," said Alan Kassan, a partner in the firm. "Normally, insurance companies produce files in a paper form, and we have to go through them to find the information we need for our case."

Digital or Bust

The law firm realized in order to serve its clients in a timely manner, remain productive and cut down on wasted time, it needed to utilize text-search technology to identify key elements of its files. Kantor & Kantor had a long-held philosophy of using technology to speed its business processes where it made sense, but its early efforts at using Optical Character Recognition (OCR) were error-prone and slow.

Initially, the company used Adobe Acrobat, but eventually decided to extend its search for a speedier, more automated and more accurate solution. "Acrobat was painfully slow and not as accurate as we would have liked," said Kassan. "We decided to evaluate several products on the market."

The law firm launched a comprehensive look at available OCR products. Each week, Kantor & Kantor scans and processes 1500 to 2500 pages of documents, so it needed a workhorse product. "We developed a drill to put each software program through to determine which was easiest to use, fastest and most cost-effective," said Kassan.

Getting the Best

After evaluating a number of available options for speed, accuracy and usability, ABBYY Recognition Server® was the clear winner, due to its ease of use and flexibility. "ABBYY's technology was really attractive," said Kassan. "We liked that the program let us split document processing off the single server to channel them to multiple processing stations."

In addition to a simple-to-use administrator's interface, Recognition Server provided comprehensive scheduling capabilities. "The scheduling function was extremely attractive because it let us automate our OCR activities for processing after business hours," said Kassan. "Now, we put a bunch of stuff into an input folder and it is ready for us to deal with when we come in the door the next morning."

Although Recognition Server is customizable, Kantor & Kantor needed to make very few changes to seamlessly streamline its document processing systems. The firm created several workflow processes to manage various types of projects, Kassan said. "We set up Recognition Server to provide the option of processing the document immediately, prioritizing it within the workflow, or doing it as part of after-hours workflow if it isn't needed immediately," he added.

Winning the Paper Chase

By automating the document conversion process, Kantor & Kantor made its employees significantly more productive. "ABBYY Recognition Server frees up staff and computer time," said Kassan. "Before, our secretaries and paralegals spent their time managing the OCR process. Often, there would be glitches and error messages and they would have to attend to those problems."

Prior to installing Recognition Server, the law firm had five assistants managing the OCR task. "During that time, they were virtually non-productive," said Kassan. "Now, I have one clerical person who scans documents and puts them in the electronic folder. No one has to attend to it – we are saving a huge number of hours of employee time."

The law firm estimates the automated OCR process eliminates 10 to 15 hours per week of busy-work for its paralegals and other staff, makes staff much more productive, and probably saves hundreds, or even thousands of dollars each month. "Now, instead of doing the clerical task of monitoring OCR, these employees can focus on substantial and productive work," said Kassan. "More than saving us money, it increases our productivity. Our people can focus on the projects they should be doing."

Kantor & Kantor is leading the game compared with other law firms – and technology gives them an edge. "Few law firms have an understanding of OCR technology, but the ability to search text easily is vital for what we do," Kassan said. "I think we are ahead of the curve."

The Challenge:

Reduce the time and money Kantor and Kantor spent on reviewing claim files manually and improve their evidence gathering processes.

The Solution:

Kantor and Kantor streamlined the process of reviewing claim files by using ABBYY Recognition Server to automatically convert paper files into searchable digital documents – freeing staff and computing resources for more productive work.

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