

# RFID Solutions for Every Situation – and Budget

Three distinct RFID solutions from FileTrail help clients get organized, find files, and streamline processes – all while reducing costs.

**W**e've all heard the phrase "time is money." And with today's economic outlook, companies need to make the most of both. This is where FileTrail's radio frequency identification (RFID) solutions can really make a powerful impact when it comes to file – and time – management.

### Three RFID Solutions, One Positive Result

FileTrail offers a wide array of options for utilizing RFID technology. From an RFID tracking kit to a full-coverage, client-hosted RFID solution, FileTrail has a solution to meet every objective and budget.

### RFID Helps Reduce Labor Costs

With a 50% spike in case loads for Williamson County courts in Georgetown, Texas, between 2000 and 2007, case files became more difficult to find and quickly started consuming more labor. To solve this problem, a request for proposal for a file tracking system that utilized RFID technology was issued in 2008.

The county selected FileTrail because of its focus on file tracking and leadership in the use of RFID technology in courts.

"We looked at several other systems but nothing compared to FileTrail. FileTrail had such good references and it had RFID and tools for searching, label printing, archiving, and a lot more," said Nancy E. Rister, the county clerk responsible for the records division, which creates, manages, and processes case files.

Rister was also sold on the fact that FileTrail is completely browser based – unlike other systems that are Windows-based and require an application to be installed on every machine.

And FileTrail software is more than just RFID technology. The application software improves other processes, saving time and ensuring reliability and timeliness. Plus, the technology can evolve to meet the needs of the user.

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"There are so many ways to extend the solution," said Rister. "We can solve remaining problem areas with the passive tracking by alarming doors, tracking assets, or any of the other options FileTrail offers." The solutions are endless.

### RFID Integrates with Existing Systems

In late 2006, the leading Canadian law firm of Gowling Lafleur Henderson LLP began looking for a physical records management solution. The firm developed a list of key requirements each vendor solution would have to possess. A few of those included:

- Being browser-based
- Having the ability to integrate with their practice management technology
- Providing support for multi-size, multi-office, and architectures

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FileTrail met all their expectations.

"With FileTrail, we found a vendor that took the time to understand our vision, a product that was easy to integrate with our industry-leading practice management system (REx Online) and a partner to guide us into RFID technology," said Jason Mervyn, director of IT Business Solutions.

Since implementation, Gowlings continues to expand its records management initiative. And FileTrail's ability to integrate with the existing platform has provided great returns with little training.

### Complete Automation with RFID

With 13 courtrooms and nearly 100 staff divided among five floors, finding files at the St. Charles County Court wasn't just a task – it was full time job for several people.

"In the old days, finding files meant walking floor-to-floor and desk-to-desk, every day – sometimes several times in the same day," said Stacy Phillips, criminal supervisor.

FileTrail put an end to that process. In fall 2006, the courts implemented FileTrail and the first phase of RFID hardware. By the end of 2008, more than 100 locations – every clerk's desk and judge's chamber, all the courtrooms, the public exit, and a few shelving areas – were equipped with RFID sensors placed out-of-sight above the ceiling tiles.

Now, finding a case file is easy. Staff simply launch FileTrail and are automatically logged in. Then, they type in the case number or name in the search screen. FileTrail displays each volume of the case file and its current location.

"We can't even measure the time we are saving from having access to location data at every desk," said Phillips. "The clerks look in FileTrail to see where a file is before they even get up from their desks."

A key factor in the selection of FileTrail was its ease of adoption. The courts wanted a system users would embrace.

"Training for new clerks is very fast," said Phillips. "Within 30 minutes they know everything they need to know and are using FileTrail."

# Hosted Solutions Lower the Cost of RFID

*With FileTrail's Hosted Solutions, RFID delivers all the benefits at a fraction of the cost.*

**T**oday, many law firms are looking to radio frequency identification (RFID) technology to substantially reduce the high costs of locating and delivering physical records. With FileTrail, firms can now gain all the benefits of RFID technology through a hosted solution without facing a large capital investment.

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systems," said Josh Teeple, director of litigation support with Grobstein Horwath & Company LLP. "It delivers what we need: flexibility, ease of use, and integration with our back-end systems."

## Expanding Benefits of RFID

RFID has become the hottest technology for tracking since the advances in ultra high frequency (UHF) three years ago. The new capabilities of UHF RFID allow the placement of sensors at doorways and desktops to automatically track files. The first law firm known to use RFID for file tracking – Washington, D.C.-based Sughrue Mion PLLC – upgraded its RFID from high frequency (HF) to UHF in 2008 with FileTrail. As part of the transition, the firm deployed sensors in the ceiling and under desks at key locations to passively track files as they move.

"The addition of UHF RFID sensors in ceilings and cubicles at key locations has greatly improved our file tracking," said Jody Rosenberg, the firm's director of operations. "Also, the portable FileDetector has helped us to locate critical files quickly – once when they were locked in a desk drawer where they could not be seen."

## Making RFID Solutions Affordable

While the new capabilities of UHF RFID are fantastic, projects can become expensive when you add hardware. For most firms, the cost of placing hardware at every desk is impractical. That's why FileTrail introduced lower-cost options that deliver all the RFID features at a fraction of the cost.

For example, the RFID Tracking Kit offered by FileTrail uses minimal hardware

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and delivers big results with an initial investment of less than one annual salary. FileTrail can further reduce the initial investment by another 67% by hosting the solution on its servers.

"Implementing FileTrail as a hosted service was very easy," said Lisa Altomare, office manager for Pittsburgh-based Lovett Bookman Harmon Marks LLP. "Our system was configured with the fields we asked for, our data was loaded for us, and all we had to do was run Internet Explorer and start using it."

The hosted solution is the newest movement sweeping the field of business software. Often referred to as "software as a service," it is a model of delivering software over the Internet, eliminating the need for firms to buy, build, manage, and maintain infrastructure and applications.

"The FileTrail Hosted Solutions are a technician's dream come true: no operational responsibility, but maximum flexibility," said Marc Merrill, IT manager for Glenn Gelman & Associates.

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## Reducing IT Involvement

Some firms pick the hosted solution to further reduce the impact on their already stretched-thin IT departments. "By choosing FileTrail's hosting solution, we avoided having to expand our IT infrastructure to accommodate an in-house hosting option," Teeple said.

Firms gain the benefits of the software, but with less capital investment, lower overhead, faster return on investment, and less risk.

"Having FileTrail host the system on their servers was a great decision," said Stephen P. Paschall, a partner with Lovett Bookman Harmon Marks LLP. "Since we started in 2003, we have never had to worry about doing backups, upgrading software, or installing software at anyone's desk."

"The FileTrail Hosted Solutions are a technician's dream come true," said Marc Merrill, Glenn Gelman & Associates, Santa Ana, Calif.

A hosted RFID Tracking Kit from FileTrail delivers a complete records management solution for physical records. This includes the software for file tracking, label printing, importing, and archiving. RFID technology is implemented with UHF RFID tags and the portable RFID handheld that is used for tracking, auditing, and finding critical files with the FileDetector.

"The RFID FileDetector is the answer to our prayers," said Nancy Rister, county clerk for Williamson County, Texas. "The FileDetector sees files from more than six feet away."

One of the best things about FileTrail's new RFID offerings is the customization and flexibility each firm has to craft the ideal solution.

"In our search for an RM solution," said Jason Mervyn with Canadian law firm Gowling Lafleur Henderson LLP, "it was critical for Gowlings to find a company whose vision and solution allowed us to leverage existing investments, but yet could take us to the next step in technology."