

“The system does exactly what it was promised to do, it saves us time and money.”

Hal Hubbard
System Analyst
Korn Law Firm

The Korn Law Firm

Law firm gains control over legal files with FileTrail.

Client Profile

Headquarters: Columbia, SC

Industry: Legal

The Korn Law Firm is a professional corporation with 145 staff located in Columbia, South Carolina. Established by Peter Korn in 1987, the firm represents mortgage bankers and other grantors of credit foreclosure, bankruptcy, eviction and related real estate matters throughout South Carolina. Korn implemented FileTrail in October of 2003 to manage its in-process and completed bankruptcy files.

FileTrail Implementation: 2003

FileTrail Products Implemented

- **FileTrail Professional** - Complete file tracking and records management automation.
- **FTMobile™** - The software allows files to be checked-in, checked-out, transferred and boxed without being tethered to a workstation.
- **FTConnect™** - Loads and updates data from upstream resources to keep FileTrail data synchronized and up-to-date with authoritative systems.
- **FTColorLabel** - On-demand printing of color-coded folder labels.

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Background

Managing files at The Korn Law Firm (Korn Law) used to be a frustrating process. The firm had no official filing system and there was no one person designated to serve as file manager. Consequently, records were taken in and out by everyone, making it difficult to know who had what files.

At least four times a day, Korn Law staff would broadcast “missing file” emails. At one point, the firm had an employee whose eight-hour-a-day job was to search for misplaced files.

But that all changed when Korn Law installed FileTrail and adopted color-coding. Now the firm has consolidated all of its makeshift filing areas into a single file room that is controlled by a full-time staff member who processes and manages the files.

“Implementing FileTrail has been a relatively simple process, thanks to the competent, customer-oriented service provided by the staff at FileTrail,” Hubbard said. “The support is outstanding, I have never asked them a question they could not answer nor had a problem they could not fix.”

Managing Critical Records

Selecting FileTrail was a shrewd move for the Columbia, SC firm. Korn Law’s 145 employees rely on FileTrail to quickly locate any of 6,000 in-process files or 22,000 processed files. Being able to locate and manage files effectively is mission-critical for the firm, which specializes in foreclosure law.

“Our files contain all of our documentation from start to finish,” Hubbard said. “There are several counties that will not allow you to go into foreclosure if you don’t have all of the documents. If you don’t have the complete file, you don’t have a case.”

Increasing Responsiveness

FileTrail has proven to be an easy to use, time-saving solution for Korn Law.

“The software is very intuitive and requires no special thought process or training,” Hubbard said. “It really sped up our file room responsiveness to the production staff,” he said. “They are getting everything they need to process requests online in FileTrail and deliver files quickly.”

Application Highlights

- FileTrail is installed on the firm's servers and utilizes a SQL 2000 database.
- Windows CE-based portable scanners collect tracking information which is processed by the FTMobile Web service.

Key Results

- **Automated Labeling** - Korn dramatically reduced the labor to create new files with FileTrail's automated printing of a strip label that contains color coding, text and a barcode.
- **Custom Configuration** - Korn configured their screens, search forms and security to fit their changing business needs.
- **Increased Production** - Korn increased production by tracking file location from person-to-person, thus nearly eliminating manual searches for files.
- **Labor Saved** - Korn saved labor by eliminating the need for a full-time position to run around and locate files.

Customer Insight

The application was adjusted to our exact needs by the FileTrail staff prior to implementation. But, we have been able to continue adjusting the software as our needs have changed. This keeps the use of the software in step with changing business processes and adapts to new information we need to collect.

Automating labeling has provided dramatic savings to the firm. Creating a new file used to be a horribly manual process. The worst of it was using the typewriter to type those tiny labels. FileTrail literally cuts 90% of the labor out of creating a new file.

About FileTrail

FileTrail, Inc., is the leading provider of browser-based records management solutions. Companies of all sizes turn to FileTrail to streamline processes with the latest technology and most configurable software. Headquartered in San Jose, California, FileTrail has been providing solutions for records management since 2001.

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Adapting to Each Situation

When implementing FileTrail, Hubbard was able to build searches to mirror Korn Law's business. The added flexibility enables staff to use key files and search tools in a way that is perfectly tailored to their jobs.

"It allows you to have a search that's as broad as a flood light or as narrow as a laser beam," he explained. "You can even narrow it to a specific client in a specific county, on a specific day."

"This configuration capability is an important benefit because client support staff need different data than the attorneys," Hubbard said. "But with the flexibility of FileTrail, everyone gets an interface that meets their needs."

Automating File Creation

FileTrail's labeling capabilities are another plus for Korn Law. The firm's previous filing system required multiple types of labels, hand typing some labels and several color-coded tabs that were hand-wrapped around the end tab. With FileTrail, staff now print all the pertinent information on a single color-coded label.

"FileTrail has allowed the firm to free up man-hour resources on file labeling and divert them to other mission-critical tasks. And as an interesting side benefit, FileTrail has resulted in less label cracking and peeling, which translates into greater file room efficiency and happier employees," Hubbard said. "FileTrail has helped reduce our file room employee turnover by 75%," he said.

Simplifying File Audits

FileTrail also offers Korn Law the added functionality and convenience of portable scanning. This allows the firm to perform audits and easily reconcile all the files. The system provides a detailed transaction history that identifies the last person to check out a file. This allows staff to avoid needless delays and wasted time locating files.

"FileTrail helps the file room manage files and frees up manpower to do other things," Hubbard said. "It also saves time for all our production staff and attorneys. The system does exactly what it was promised to do - it saves us time and money."

Contact FileTrail Today!

For more information about the benefits of automating with FileTrail, call your local FileTrail representative at:

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