

# INNOVATION IN MOTION...

**FR****FISH & RICHARDSON**

## Protecting & Nurturing *the* Great Innovations

### *The Customer*

**Fish & Richardson P.C.**, a national law firm with over 320 lawyers in nine offices across the USA, is one of the largest firms practicing intellectual property, litigation, and corporate law, and is the only firm with a truly national intellectual property practice.

Since 1878, Fish & Richardson has represented the world's great innovators — including such notables as Thomas Edison, Alexander Graham Bell, and the Wright Brothers — helping to protect countless ideas, nurture discoveries, and bring new concepts to market.

Fish & Richardson has served the corporations that created the cutting-edge technologies of the day: the telephone, the air-brake, the steam turbine, the automobile, and the radio. Virtually everyone is touched by the innovations brought to the world through the dedication and due diligence of Fish & Richardson.

Today, Fish & Richardson continues to represent great innovators working in cutting-edge technologies.

### *The Challenges*

Fish & Richardson's cutting-edge clientele expect a high level of reliability and process uptime. Errors and delays in patent processing can have a significant negative impact for product release and the industry involved.

Fish & Richardson's manual processes of handling the documentation related to patent processing were often time-consuming and did not permit visibility into the processes involved.

Working with a fast-paced, high-tech client base, Fish & Richardson realized that they needed a workflow solution that would allow them to scan, profile, and route their hard copy mail to geographically diverse team members — and the right choice would mean a significant improvement in team member and customer satisfaction.

### *The Solution*

After carefully considering several other workflow solutions, Fish & Richardson chose to go beyond basic workflow with **BizFlow™**, the award-winning Business Process Management (BPM) platform from **HandySoft Global Corporation**.

Fish & Richardson selected BizFlow for its ease of use and robust functionality. "BizFlow was robust enough to manage our business processes, yet easy enough for all staff members to use it," said Christopher Kaye, APS Manager at Fish & Richardson. "BizFlow enabled our legal team members to eliminate much of the overhead in dealing with the incoming paperwork on up to 4200 patent applications each year, and freed them up to do what they do best — protecting the intellectual property rights of our clients."

The Fish & Richardson team & *HandySoft Global Professional Services* worked on the BizFlow solution implementation. They architected the cornerstone of the BizFlow implementation — the iManage/BizFlow integration — by using a custom BizFlow EDMS Adapter from the BizFlow EDMS Toolkit. They then coupled that integration with iManage/Kofax Ascent to create a fully integrated document intake, scanning, and routing workflow.

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## BUSINESS PROFILE

### Fish & Richardson

- A national law firm with over 320 attorneys in 9 offices across the United States.
- Rated Top Patent Litigation Firm in *IP Law & Business Survey 2004 & 2005*.

### Challenges

- Annual volume of approximately 4200 patent applications and 1500 patents awarded make Fish & Richardson one of the largest patent prosecution firms in the US.
- Geographically diverse attorneys and support staff.
- Managing the huge amount of paper involved in high-volume, patent-related processes.
- Document "triage" — Quickly getting the right documents to the right people at the right time.
- Indexing documents to associate them with cases and team members.
- Information bottlenecks and imbalanced workloads.
- Integration with iManage EDMS and Kofax Ascent Document Capture.

### BizFlow Solution

- BizFlow 9.0 Integrated with iManage and Kofax

### Benefits From Using BizFlow

- Gain visibility into influx of patent-related documentation.
- Eliminate bottlenecks and work overloads.
- Gain a global view of patent-related paperwork.
- Reduce time spent dealing with documentation.
- Automated document sharing and version control.
- Automatic notifications and event triggers.
- Deliver a faster time to market for client innovations.
- Increased customer satisfaction and retention.

## *The BizFlow Benefits*

Prior to BizFlow, Fish & Richardson's manual mail routing could cause crucial documentation to be tied up in the system for 2 to 3 days.

With the implementation of BizFlow and the ability to electronically scan, distribute and forward incoming mail, Fish & Richardson is now able to show a measurable time savings. Work is received faster and more accurately. The attorneys and docketing teams have a better view of their incoming workload pipeline so planning is more efficient.

BizFlow has made rerouting and taking corrective actions easier. With one click, users have the ability to forward information or an action item (what used to be a post-it on a stack of papers) or request a correction.

## *Streamlining Document "Triage" & Routing*

Before BizFlow, attorneys and support staff sometimes waited as long as several days for the manual documentation distribution process.

With the integrated BizFlow/iManage/Kofax implementation Fish, & Richardson is now accepting and routing documents quickly and more efficiently.

In fact, they are now accepting faxes in real time. A fax is electronically routed straight to the docketing department, and they have three choices to make with the click of a button: index the fax to associate it with a patent case, assign it to someone, or junk it. Then with another click of a button they can route it to the appropriate person.

## *Achieving Accountability, Visibility & Control*

BizFlow helped Fish & Richardson gain control over the vast amount of patent prosecution documentation that must be exchanged among team members. Attorneys, paralegals, secretaries, and other management staff now have access to high-level information that tells them where the work is, if there are any overloads, and where and when bottlenecks occur.



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***Fish & Richardson  
counsel to the world's  
great innovators of  
yesterday, today and  
tomorrow***

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## *Passing on the Cost Savings*

Fish & Richardson's goal is to not only improve efficiency, but to turn the cost savings they see over to their client base. They handle a lot of high-tech clients and having the ability to show them that they are taking advantage of technology to better their business practices is a huge advantage.

Initial reports of cost and time savings are encouraging. One attorney noted that he is saving 20 to 30 minutes a day with the new mail distribution process versus the manual process. When you consider that there are hundreds of people at the firm who are involved on a daily basis with patent prosecution and litigation, the time savings for Fish & Richardson and its clients is significant.

## *Moving Forward with BizFlow*

After the pilot program in the Washington, DC, office, Fish & Richardson set about expanding the system. They added the Minneapolis office to the mix in 2004; and, as of October 2005, the entire firm is up and running with the addition of the New York, Boston, Delaware, Austin, Dallas, Silicon Valley, and San Diego offices.

With the addition of more offices to the BizFlow automated patent documentation management system, Fish & Richardson is extending the time savings and documentation process efficiency nationwide.

## *About HandySoft Global Corporation*

HandySoft Global Corporation is the premier provider of configurable software solutions that simplify and automate business processes; capture and enforce best practices; improve productivity and quality while reducing costs; integrate information technology; and foster collaboration among employees, customers, and partners.

The foundation for HandySoft's industry and departmental solutions is BizFlow®, the award-winning platform for business process management, automated workflow, and collaboration. BizFlow offers complete capabilities for building and managing automated business processes, including tools for designing and monitoring the processes, presenting and accessing work, integrating existing IT systems, and administering the platform itself.

As a global solutions provider, HandySoft Global is headquartered in Vienna, VA, with offices in Australia, London, and Korea, with strategic partner representation throughout the world. HandySoft has implemented business process management solutions at hundreds of sites worldwide.



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