



CASE STUDY:

Enabling seamless digital collaboration with fast, reliable access to legal documents

NORDIC JURIDIK

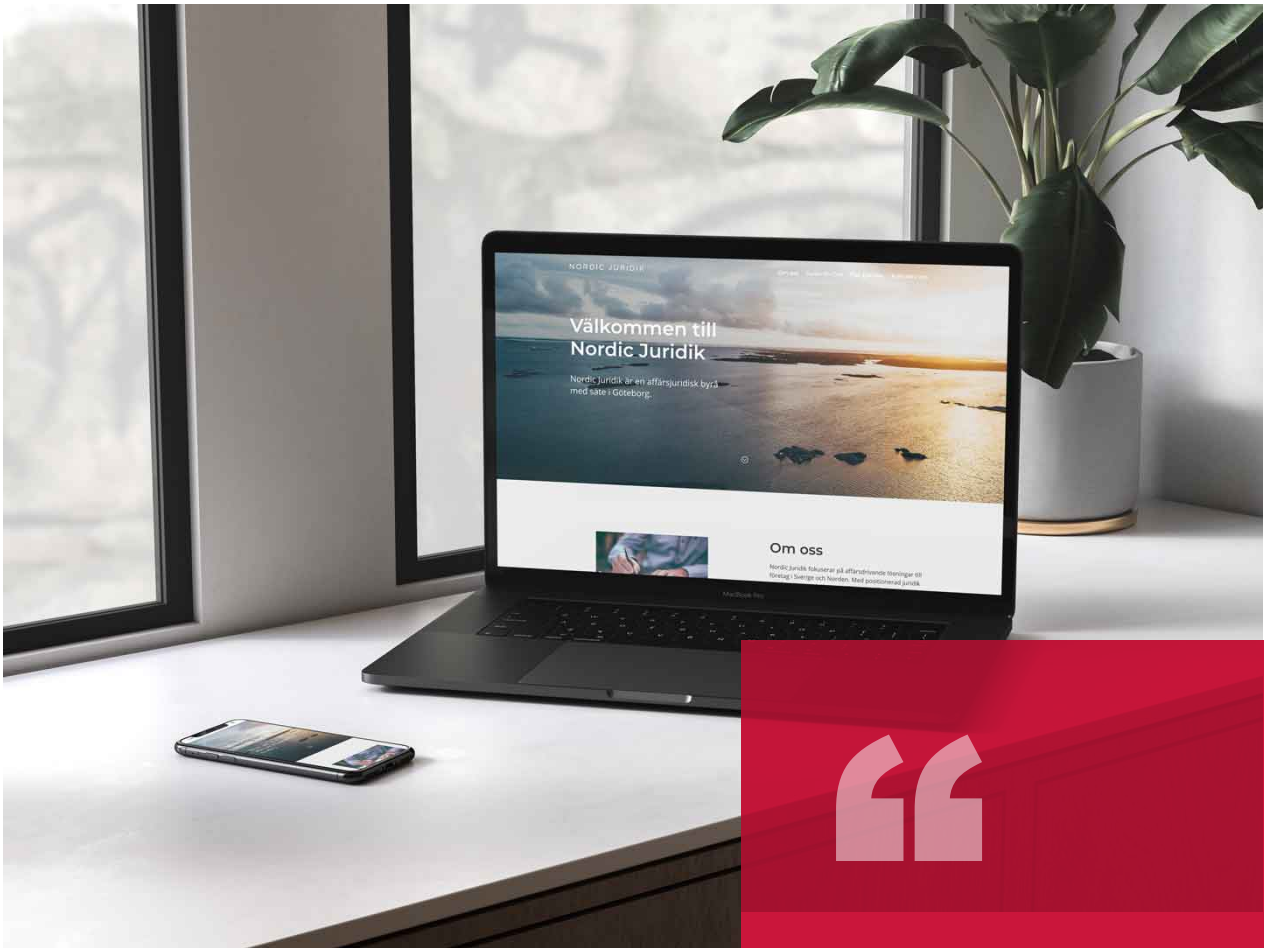
Nordic Juridik deploys DocuWare to enable lawyers to find, store and share sensitive files quickly and securely, helping to meet stringent compliance requirements and boost productivity.

COMPANY & CHALLENGE

Headquartered in Sweden, Nordic Juridik specialises in a wide range of business-law services to customers across Northern Europe. Through its expert services, the company helps businesses to operate safely, profitably and in compliance with international regulations.

Lawyers at Nordic Juridik work with huge volumes of documents, court papers, case files, emails, contracts, and much more. Previously, the company stored paperwork and printouts in secure cabinets at its head office—a practice which became unsustainable as people switched to remote working during the Covid pandemic. How could Nordic Juridik keep its operations running smoothly and provide effective access to essential documents?

Johannes Törnkvist, Founder and Co-owner of Nordic Juridik, explains: “We looked at many digital document management solutions, and even tried creating our own platform using blockchain. But the solutions we tried had limited search capabilities, and very few could support indexed searching. As a workaround, we manually saved files with case numbers added to the filename to aid retrieval, but this was cumbersome and prone to errors.”



With huge numbers of documents, finding specific information was especially difficult. Employees would trawl through multiple folders and files, before opening documents and searching through them for details. On average, the search process took up 10 minutes, limiting productivity and draining time during client meetings.

“We reached a point where each team had developed their preferred solution, which made it hard to share files and information across the organisation,” explains Johannes Törnkv. “What’s more, with different revisions of the same files stored across multiple systems, version control became increasingly complex. We spent several hours each week identifying and manually deleting files to ensure to meet our data retention and legal hold policies.”

SOLUTION

For assistance in streamlining and simplifying document management, Nordic Juridik engaged Ricoh, which suggested adopting DocuWare as a standard solution for storage and collaboration. “During a networking event, I explained our pain-points to a Ricoh representative, who quickly scheduled a demonstration of DocuWare,” continues Johannes Törnkv.

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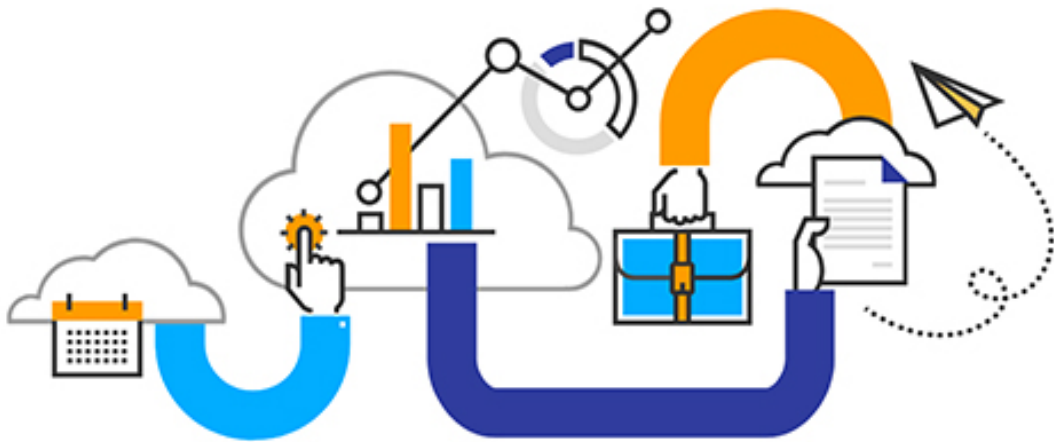
We were pleased that Ricoh genuinely understood our needs and were eager to help, and we could see from the demonstration that DocuWare offered granular search capabilities, transparent version control, seamless file sharing and robust security features.

Johannes Törnkv, Founder and Co-owner of Nordic Juridik

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We really value the partnership we've developed with Ricoh. We meet regularly to discuss how we can enhance our use of DocuWare, and we look forward to taking our digital collaboration journey to the next stage in the months ahead. With DocuWare powering our document management, we're even better placed to deliver fast, efficient legal services to our clients.



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To accelerate the deployment, Ricoh helped Nordic Juridik to train the intelligent indexing capability in DocuWare to identify case numbers automatically from emails and scanned documents. Now, when the law firm receives incoming files, DocuWare identifies the case number and directs users to save files in relevant folders.

"Intelligent indexing makes managing our documents so much simpler, and federated access controls ensure that only employees with the right level of clearance access sensitive and confidential information," comments Johannes Törnkv. "Another plus is that DocuWare is compatible with Apple and Windows operating systems, which helps avoid compatibility issues when we share documents with clients that use different devices."

BENEFITS

DocuWare has helped to transform the way Nordic Juridik shares, stores, and manages its business-critical legal information. "With DocuWare we can work from anywhere with an internet connection and gain secure access to all the files we need," explains Johannes Törnkv. "We often travel to meet clients, so being able to retrieve information on the go is so valuable. Now, we can quickly search our archive and pull up relevant information in under a minute. As well as demonstrating professionalism to clients, this has been a massive productivity boost for every employee."

In addition to automating document indexing and categorisation, DocuWare has helped Nordic Juridik to streamline compliance processes, as Johannes Törnkv confirms: "We no longer spend hours finding and deleting files manually. Instead, DocuWare automatically removes files from our systems when predefined retention periods expire. This makes it much easier for us to comply with the General Data Protection Regulation, and frees up time for our employees to focus on casework and developing client relationships."

ABOUT RICOH

Ricoh is empowering digital workplaces using innovative technologies and services that enable individuals to work smarter from anywhere. With cultivated knowledge and organisational capabilities nurtured over its 85 year history, Ricoh is a leading provider of digital services, information management, and print and imaging solutions designed to support digital transformation and optimise business performance.

Headquartered in Tokyo, Ricoh Group has major operations throughout the world and its products and services now reach customers in approximately 200 countries and regions. In the financial year ended March 2022, Ricoh Group had worldwide sales of 1,758 billion yen (approx. 14.5 billion USD).

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