KONICA MINOLTA

KONICA MINOLTA SUCCESSFULLY DEFENDS A BOSTON LAW FIRM IN DOCUMENT WORKFLOW AND COST RECOVERY CASE

CHALLENGE

A mid-sized Boston law firm had been using several outdated systems for years to manage important tasks. This included getting documents into their iManage document management system, and the ability to integrate chargeback for printing, copying, faxing and scanning. In addition, the firm needed to address a critical internal document workflow issue: how to handle high-volume printing that included receiving large files on various media – including CDs and USB flash drives – from outside counsel.

Printing documents was also a frequent challenge. Files often failed to print in the order they were submitted, forcing staff to manually sort and reassemble them. These inefficiencies not only consumed valuable employee time but also tied up workstations, significantly reducing overall productivity. As the Executive Director of the law firm explained, "And in a law firm, time is directly correlated to money.

"The workflow solution that Konica Minolta implemented has really worked well. With Dispatcher Phoenix, we were able to move the work off of the users' desktops and all of the printing was coming out in perfect order. It saved our users a tremendous amount of time.

We chose Konica Minolta because they were different than the other vendors we talked to for this project. The Konica Minolta team came in and listened to all our needs and then put together a solution that really worked for our environment."

— Executive Director, Boston-based Law Firm

SOLUTION

The firm worked with Konica Minolta to implement Nuance Copitrak, replacing the multiple cost recovery applications it had been using. The new solution provided routing to iManage and direct integration with the firm's billing system, enabling seamless tracking and accounting for printing, copying, faxing, and scanning activities. Building on this success, Konica Minolta then proposed Dispatcher® Phoenix to address the firm's high-volume printing challenges.

Dispatcher Phoenix is an advanced document workflow solution that automates document processing tasks, helping law firms streamline their workflows. The firm leveraged Dispatcher Phoenix's file capture and conversion capabilities to overcome challenges related to printing large files and odd-sized documents in the correct order.

"One of the strong features of Dispatcher Phoenix is its customization capabilities, which allows us to design workflows to match the function that the client is looking to accomplish. The firm needed everything on 8.5" x 11" paper, but the incoming documents were of varying sizes. We were able to create a Dispatcher Phoenix workflow that monitors a network folder and then automatically converts any odd-sized documents dropped into the folder to PDF and Microsoft Word to produce the desired 8.5" x 11" size."

With this automated and easy-to-deploy solution, staff members no longer need to manually select the correct paper drawer at the MFP to receive important printouts. Files are now printed automatically in the correct size and sequential order, improving efficiency and reducing administrative effort.

SUCCESS PROFILE: CASNER & EDWARDS, LLP

RESULTS

The implementation eliminated the firm's manual print-sorting process by ensuring documents were automatically converted to the correct size and printed in sequential order. By moving processing tasks off users' desktops and automating document workflows, staff spend less time managing print jobs and more time on billable and client-focused work.

NEXT STEPS

The firm continues to view Konica Minolta as a trusted business partner and plans to consult with the company on future equipment and technology initiatives. The successful implementation reinforced confidence in Konica Minolta's expertise and commitment to supporting the legal industry, making the company a valued resource for ongoing business and technology needs.

TECHNOLOGY

- Dispatcher Phoenix
- Nuance Copitrak
- Konica Minolta bizhub® C754e (2)
- Konica Minolta bizhub C654e (2)
- Konica Minolta bizhub 654e (1)



For complete information on Konica Minolta products and solutions, please visit: CountOnKonicaMinolta.com

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Item #: CE-LLP_CS
08/26-CL