

Case Study:

Burnet, Duckworth & Palmer LLP



Burnet, Duckworth & Palmer LLP (BD&P) is a leading Canadian law firm of over 135 lawyers. Calgary based BD&P has earned a prestigious reputation for its service oriented approach and consistent delivery of expert legal counsel. BD&P provides premier legal service in all areas of business law; including banking & finance, commercial transactions, commercial real estate, employment & labor, energy, insolvency & restructuring, intellectual property & technology, regulatory, securities and tax law.

The Challenge

Burnet, Duckworth & Palmer LLP needed a firm-wide imaging solution to tackle paper use and waste as well as the resources required to manage financial paperwork.

The Solution

A fully customized installation of ExpertImage to handle the needs of multiple areas of the firm.

The Results

“Our introduction of ExpertImage has been a very worthwhile project, not only from a cost savings standpoint, but also from an efficiency, productivity, and workflow perspective,” stated Alice McEvoy-Willis. “Today, we have more physical space than ever because we have eliminated the requirement of microfiche and storing about 240 boxes of data annually. We no longer have to pay a third party for microfiche services related to all of our Accounting data, including bills and invoices, something that equates to a \$20,000/year cost savings.”

The Story

Alice McEvoy-Willis, Accounting Coordinator at BD&P, needed to find a financial imaging solution that could meet her firm’s specific needs.

McEvoy-Willis wanted a system that would slide into place without adding too heavily to her users’ workflow.

In addition, BD&P needed a fully customized solution which would integrate with the firm’s existing installation of ADERANT and allow Accounting documentation and records to go completely paperless.

The Decision

After careful consideration and technology evaluation, the firm opted to partner with ExpertImage for supplying an enterprise-wide imaging solution that would directly integrate with the firm’s ADERANT Financial Management solution.

The Implementation

The firm first implemented Accounts Payable at the end of 2008. Since then, they have successfully implemented several other ExpertImage modules including bills, prebills, disbursements, and checks.

To meet the desire to go completely paperless, BD&P also decided to create a modified trust module designed to work under Canadian Legal requirements.

Creating a system that works with the complex trust laws was the most challenging aspect of the

implementation. ExpertImage worked with McEvoy-Willis to create a unique solution for BD&P’s trust needs. ExpertImage consultants demonstrated their knowledge not only of the interworking of a law firm and its needs; but specifically the Canadian market.

The ExpertImage team created a system and procedure to work with internal and external rules and regulations. The result is a Trust module that delivers the paperless environment that BD&P needed.

After the initial ExpertImage module training sessions and implementation, ongoing support requiring the software vendor’s expertise has been very limited. According to McEvoy-Willis, “The modules are fabulous. We don’t have trouble with them at all.”

The Extra Benefits

Beyond quantifiable cost savings, the firm uses ExpertImage to be more responsive to client needs and requests. “We now have a very streamlined imaging process in place which enables on-demand viewing of bills and documents with the click of a button. The lawyers and assistants love it because they can access any images on their own and provide their clients with answers to billing questions in a much quicker fashion,” concluded Ms. McEvoy-Willis.

“ExpertImage is an excellent team to work with.”

- Alice McEvoy-Willis, Accounting Coordinator



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The paper stops here.

