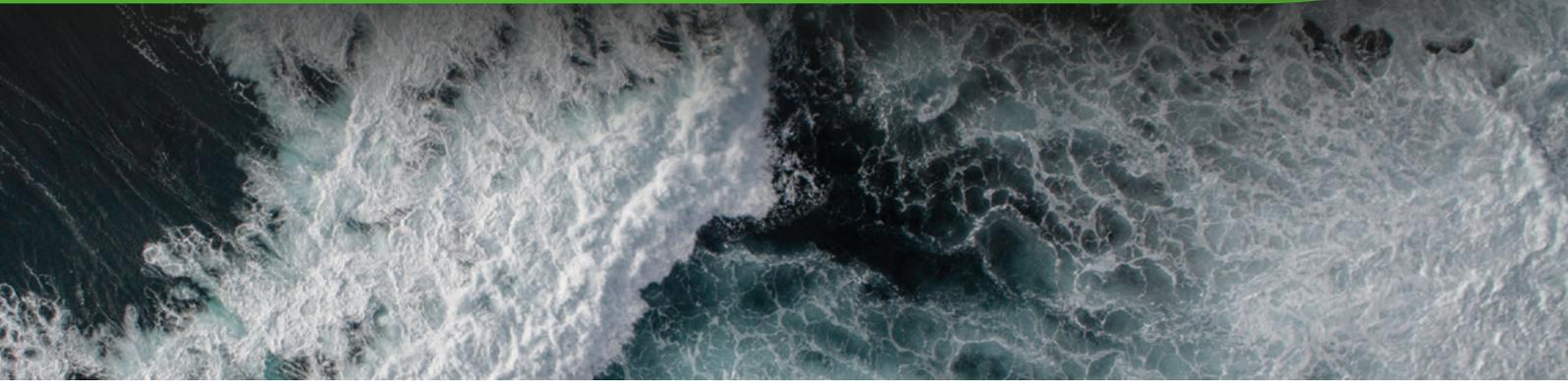




CASE STUDY

White Glove Handling for High Security Documents



We understand your profession and we understand your need for rigorous protocols, security, uncompromised quality and commitment to customer service. Our clients entrust us with the task of managing highly sensitive and confidential documents.

The Challenge

An Australian Federal Government Agency ('Agency') required specialist handling of sensitive evidence. The Agency had approximately 12 boxes of materials which needed scanning. The material was hand delivered directly to the secure room in our Melbourne office.

The Solution

We have experience in handling white glove material and understand the sensitive nature of this evidence.

Law In Order dedicated a project team to the task to ensure security and confidentiality.

After the materials were delivered, the Operations Manager, who oversaw the job, worked with staff from the Agency to sort through each box and packet of evidence.

The exact materials were checked and signed off by our project team to ensure everything was accounted for and then the materials remained in our secure room until they were required for scanning.

When a box was required for scanning, it was collected and taken to our production floor. Only project team members were permitted to handle the material and all team members wore white gloves during the scanning and QA process.

The documents were scanned using Optical Character Recognition (OCR) to produce editable and searchable electronic files. The files were then delimited, a process that determines the start and end of documents, and categorises electronic documents by either client name or subject to minimise file searching and create a database of files that is easily searchable.

Our team also used objective coding to capture metadata from the documents (e.g. document date, author, recipient, document type, etc). This metadata could then be uploaded into any review platform to increase the documents' searchability, making document review more time and cost efficient.

Once this process was completed, the Agency staff returned to our office to collect the hard copy materials and the electronic material on USB. All evidence was checked and signed off, then re-secured and taped up.

Your Project

We have undergone rigorous security reviews. Our security extends to a range of areas including personnel clearance, premises, procedures, protocols, transportation of evidence, storage and information technology. All Law In Order offices have installed reliable and up to date security systems. We have also been evaluated and rated by ASIC.

Our team can scan documents of any size up to A0, processing high volume with fast turnaround. As well as providing delimitation, OCR and coding services, we can also deliver a hyperlinked index according to your requirements.

Should you have documentation that requires special treatment, please do not hesitate to contact Law In Order for an obligation free discussion.

I contacted Law In Order to copy and scan several urgent files. The team was terrific and very understanding of the urgency. They were fantastic and responded in a timely manner, with diligence to the task. The team is very friendly and accommodating. They also checked in to see if the request was met to my satisfaction. Will use Law In Order again and highly recommend.

Lisa Homatopoulos
Manager, Operations Directorate
Corrections Victoria
Department of Justice and Community Safety



About Law In Order

Established in 1999, Law In Order is the leading supplier of end to end document and digital solutions to the legal industry providing expert litigation support through our cost-effective document production, expert discovery management and specialist court services. Law In Order operates 365 days a year and has offices in Brisbane, Sydney, Melbourne, Perth and India. This ensures that our clients have unrestricted access to the services they require and are able to contact experienced litigation support professionals for assistance and advice at any time.

 **Talk to us about support and solutions for your team.**
LAW IN ORDER 1300 004 667 sales@lawinorder.com lawinorder.com

