



Corporation Service Company

Automated content management platform replaces inefficient paper processes and enhances customer service

Benefits

- Reduced average time for managing a service of process to enable same-day delivery
- Increased document processing volume
- Improved client service through prompt delivery of documents, both electronically and via hard copy
- Saved thousands of dollars in hardware costs alone from virtualization of server environment
- Increased productivity and enabled more efficient resource utilization
- Provided a robust content management platform to leverage across company services

Business overview

Headquartered in Wilmington, Delaware, Corporation Service Company (CSC) is a leading provider of legal and financial services for many of the world's largest companies and law firms. Founded in 1899, CSC offers corporate compliance and governance services, intellectual property management and domain name management services, entity management services, public record document and retrieval services, uniform commercial code and motor vehicle titling services, litigation management, and registered agent services. The company has more than 1,000 employees with branch and agent offices in all 50 states as well as Canada and Europe.

Challenges

As the registered agent for its corporate clients, CSC acts as the legal representative of client companies in the states where they do business. In this role, the local CSC agent office receives "service of process" (SOP) documents, such as court summons and subpoenas, on behalf of its clients who are involved in legal proceedings in a given state.

Many of CSC's agent offices process hundreds of SOP requests a day. Until recently, the company was relying on manual and paper-based processes to manage the SOPs. In the larger offices, up to three processors would spend their time copying paper SOPs, logging them into a database, and then mailing them out to the legal counsel for the client companies. The entire process for a given SOP took an average of five days. "The agent offices were playing catch-up all the time," said Joe Bond, CSC system administrator.

CSC needed a system that would enable it to process SOP documents more quickly and efficiently by automating manual tasks and eliminating paper. At the same time, the company wanted to create a central repository for managing, storing, and archiving the documents.

Business profile

Corporation Service Company

A leading provider of legal and financial services for many of the world's largest companies, law firms, and financial institutions, CSC is a privately held company headquartered in Wilmington, Delaware.

Industry

Legal services

Geographies

Headquartered in Wilmington, Delaware, with branch and agent offices in all 50 states, Canada, and Europe

Business solution

Transactional content management

EMC products

EMC Documentum content management platform, EMC Centera, EMC Captiva InputAccel, EMC Captiva Input Management Console, VMware ESX Server

Deployment summary

Centralized repository for processing documents

EMC services

EMC software consulting services

EMC solution

CSC's solution is an electronic litigation management system based on a unified capture, content management and storage platform from EMC. At the heart of the new system is the EMC® Documentum® content management platform, which provides a central repository for managing the SOP documents as well as the workflows involved in their capture, approval, and release to customers. The new litigation management system has enabled CSC to reduce average SOP-processing time to enable same-day SOP delivery, increase efficiencies within the agent office, and boost customer service. As a result, CSC is now capable of processing significantly more SOPs every day.

A seamless, fully automated process

Each CSC office is now equipped with a scanning station running EMC Captiva® InputAccel® electronic data capture software. When an office receives a service of process document, it is logged and scanned into the system and automatically uploaded by Captiva InputAccel into the Documentum repository. Through a series of lifecycles controlled by Documentum, the SOP is electronically routed to a processing team for completion. When the document is ready for delivery to the customer, the final lifecycle triggers a "close" function that enables delivery according to the client preferences. At the same time, Documentum retrieves the approved SOP and automatically adds it to the client's web account, and the client receives an e-mail notification that the document is ready for viewing.

Each SOP is stored in the Documentum repository for a set period of days, and then another lifecycle triggers an archiving function that moves the document to an EMC Centera® storage system.

Beyond SOP management: other EMC applications

With the success of the SOP-management system, CSC has recognized new opportunities to extend the EMC Documentum content management platform to other applications, including its litigation management system, CSC PowerBriefSM. For the updated CSC PowerBrief system, Documentum provides a structured environment for clients to manage all documents pertaining to a specific case. "The Documentum platform provides a highly scalable solution and a very robust set of content management tools for our clients," said Mike Desch, director of IT corporate services at CSC. "Clients can instantly view their SOPs from the CSC PowerBrief system and store a wider range of document types."

In addition, the Documentum platform is being extended for use in the CSC compliance and governance service offerings, as well as to enable companies to perform uniform commercial code (UCC) searches, a vital due-diligence function when two companies are going through a merger or acquisition.

Beyond SOP management: virtualization optimizes server resources and saves time and money

When the CSC IT team decided to use the Documentum implementation as an opportunity to upgrade the company's development and production environments, a serious hardware challenge emerged. "When we did our initial analysis, we thought we would need 12 servers to accomplish the upgrade—but we only had two servers to work with," said Bond. "We were also working under a really tight timeframe."

Purchasing the additional servers would have added a \$70,000 expense to the project. "If you add in the support costs, then we would have had to spend upwards of \$100,000—and that's not including the administrative overhead for configuring each server," said Bond. EMC Software Consulting Services advised using VMware® virtual infrastructure, a supported solution that was already in-house at CSC.

"The EMC platform has automated many formerly paper-based processes and created efficiencies throughout the organization. As a result, we have been able to deliver a higher level of service to our clients."

Bettina Tweardy Riveros, Director of Product Development

VMware software, including VMware ESX Server™, is an important component in CSC's IT infrastructure. It enables CSC to create multiple virtual machines with heterogeneous operating systems to run in isolation on the same physical machine. Each virtual machine has its own set of virtual hardware (RAM, CPU, NIC, etc) upon which an operating system and applications can be loaded. By virtualizing computer, storage, and networking systems, CSC more effectively utilizes server and other IT resources, lowering costs and improving performance.

With VMware ESX Server, the CSC IT team was able to virtualize 10 servers across two physical Intel-based servers. "VMware software enabled us to meet all of our goals with this project within our tight deadline," said Bond. "We were able to deliver a high-availability environment with client failover across the two servers that guarantees our clients can access their content even if one server fails."

Summary

The new EMC-based content management platform has yielded significant benefits for CSC. CSC offices have been able to significantly reduce the time required to process SOP documents, enabling them to increase processing volume and improve turnaround time. In addition, the virtual infrastructure enabled by VMware software has enabled CSC to realize cost savings through more efficient hardware resource utilization.

"The EMC platform has automated many formerly paper-based processes and created efficiencies throughout the organization. As a result, our registry agents are able to deliver a higher level of service to our clients," said Bettina Tweardy Riveros, director of product development at CSC.

About EMC

EMC Corporation (NYSE: EMC) is the world's leading developer and provider of information infrastructure technology and solutions that enable organizations of all sizes to transform the way they compete and create value from their information. Information about EMC's products and services can be found at www.EMC.com.



EMC Corporation
Hopkinton
Massachusetts
01748-9103

1-508-435-1000
In North America 1-866-464-7381

EMC², EMC, Captiva, Centera, Documentum, InputAccel, and where information lives are registered trademarks of EMC Corporation. VMware is a registered trademark and ESX Server is a trademark of VMware, Inc. All other trademarks used herein are the property of their respective owners.

© Copyright 2007 EMC Corporation.
All rights reserved. Published in the USA. 11/07

Customer Profile
H3244