

Information management and hybrid working
Attorneys Cvijanović



DIGITALISATION OF BUSINESS ENABLES HYBRID WORKING AT ATTORNEYS CVIJANOVIĆ

Company name: Attorneys Cvijanović

Industry: Advocacy

Founded: in current form in 2003

Location: Banja Luka

Services: labour law, commercial law,
civil law

Attorneys Cvijanović is a law office founded in 1966 in Banja Luka and is one of the most prominent regional actors in the field of legal representation. It consists of three offices where ten other employees and trainee lawyers ensure the smooth running of the offices as assistance to three attorneys. With their team, they cover practically all areas of law, and their work is particularly recognisable in commercial and labour law. Their clients include

larger regional companies such as m:tel, Aragosta Invest, Frutela Group, Nova banka, and Banjalučka pivara. Since 2003, when the office began operating in its current form, they have helped a huge number of clients with their services. Among them was Planet Soft, which also offers Canon solutions in Banja Luka. This later turned out to be the beginning of a very successful partnership.

Canon

See the bigger picture



»I have no idea how we functioned before the digitalisation. I honestly believe we had to be some kind of magicians.»

Branislav Cvijanović,
Attorneys Cvijanović

Drowning in paper documents and the first steps towards digitalisation

Consistency and good results have also brought an increased volume of work to the Attorneys Cvijanović law firm. Despite an expanded team and redeployment of work tasks, however, they encountered an increasing number of legal acts, files, and correspondence, which they kept almost exclusively in physical form. The challenging situation was further complicated by the fact that often several employees worked on a certain case. The files were circulating around the office and it was often not clear who had them and at what stage of processing each case was. It is not difficult to imagine how complex the situation was when they decided that action should be taken – at that time they had as many as 3,500 open cases.

A new way of working: the needs and requirements prior to the digitisation of operations

- Keeping records of incoming mail, marking with bar codes and delegation of

correspondence among relevant staff

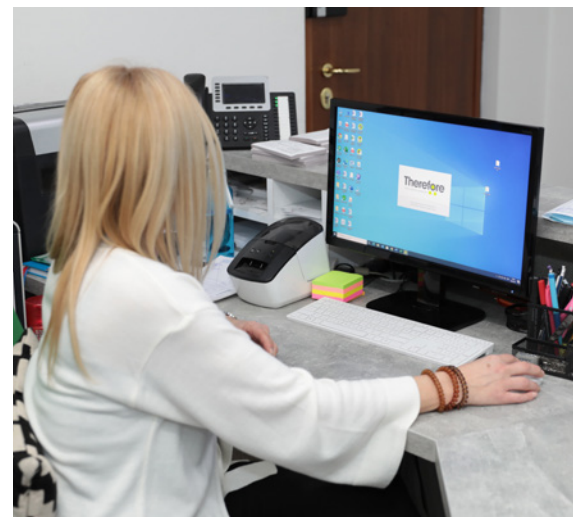
- Traceability of documentation and its status
- Quick and easy document search
- Ensuring compliance with deadlines for submission of documents (extremely important in law practice)
- Determining the optimal course of the work process and appropriate protocols
- Effective tool for distributing work tasks and communicating with clients
- Reducing the need to print documents and archive physical copies
- Reducing the time to search for and prepare relevant documentation
- Enabled teleworking

The Cvijanović office turned to Planet Soft to gain some initial information as Planet Soft also covers the optimisation of business processes. After the initial consideration and rejection of some competitive offers, they made a big first step in cooperation with Milan Plavšić from Planet Soft: they started digitising all the documentation in the office

Therefore system: adaptation to the attorneys' everyday life and hybrid working

Scanning documentation from the entire archive, open cases and other important documents took as much as ten months, and they hired external contractors to do the job. At the same time, they successfully spent this time adapting Canon's document management system Therefore to the needs of a law firm. They set up codes for all employees, customers and outgoing mail. Besides legal documents, they also entered invoices in the "Therefore" system and set up a virtual noticeboard for the employees, while it also contains relevant examples of national and European case law. The whole process was completed at just the right time – in March 2020, before the serious obstacles posed by the pandemic began.

Just before the lockdown, they were thus ready for so-called hybrid work. The courts were not working during this time, but they were able to do everything necessary for the clients from home. The Therefore system allowed them to continue their activities anywhere outside the office as they had apps installed on both laptops and mobile phones. "There are no days off in our business. When we are at home or on the road, we assign and receive assignments in Therefore, we communicate in it... It's an incredibly valuable form of



“I sometimes had to go to the archive and spend a few minutes there at best to locate a particular file and then find the part of the file I was looking for. Now the whole process takes a few moments.”

Branislav Cvijanović,
Attorneys Cvijanović



assistance,” Cvijanović described their hybrid everyday life.”

Digitisation did not require major investments in new hardware. In fact, the office still works well today with Canon’s two high-performance multifunction devices (imageRUNNER C3525i and imageRUNNER ADVANCE 525i) and a document scanner for the documents that cover all their needs for colour and black-and-white printing and scanning. Many documents (e.g. correspondence with the courts, clients’ documents) still have to be kept in physical form, so the need for printing has not completely gone away, but all incoming documents are also digitised.

The main novelty was thus the changed way of working. Even if there is a printed version of the document, it is no longer necessary for someone to walk to the archive cabinet and put it back in place after use, but each paper is just a few clicks away.

A smooth transition to the new system

The Therefore system is installed on the servers of Canon’s

partner, who has ensured that all employees have received appropriate training on its use. Virtually all employees of the Cvijanović office easily got used to the new way of working and using the Therefore system on all available devices. It is estimated that less than a month has passed between the first training session and smooth daily use. Occasionally, certain dilemmas still arise, but according to the law firm’s employees, Planet Soft’s support and responsiveness in such cases are excellent.

Evaluation after two years of operation

Branislav Cvijanović can already give a realistic evaluation after two years of the digitisation project. The main advantage is certainly the extraordinary time savings and, consequently, increased productivity. Real-time cooperation is smoother and more transparent – it is clear who is currently working on a particular case and individual document. All important client data, correspondence and



important events are gathered in one place. The quality and speed of the system are at an extremely high level.

The Cvijanović office hopes that the day will soon come when the legislation will also allow business without a stamp and with a remote signature, which would further facilitate their work. Until then, the digitisation project is practically complete.

“Some time ago, I took part in an event where we presented the Therefore system and ways to use it in the legal profession to some other law firms. I believe that says enough about the level of my satisfaction.”

Branislav Cvijanović,
Attorneys Cvijanović

Canon CEE GmbH
Representative office Belgrade
Omladinskih brigada 90b
11070 New Belgrade
Serbia
Tel: +381 11 3533 480
www.canon.com.ba

Follow Canon CEE
on social:
 

Canon

See the bigger picture