



Capturing Information from 175 File Cabinets & 70,000 Files

THE LAW OFFICES OF
Kimball, Tirey & St. John LLP

PSIGEN's Paperless Solution Alleviates Challenges and Saves Physical Space

Kimball, Tirey & St. John LLP (KTS) is a full-service law firm representing owners and managers of commercial and residential real estate throughout California. Several associates have backgrounds in property management and are able to use their expertise to provide premium legal services in the real estate industry.

The Problem

Keeping paper documents organized and maintaining enough space for them was a considerable challenge for the Collection department at Kimball, Tirey & St. John LLP. Additionally, the process of retrieving files from the paper archives was consistently time intensive. "It became very challenging to keep 70,000 physical files in order. The information was not readily available while the employees were on the phone. It also became expensive to warehouse 175 file cabinets," said Brian Stevens, Director of Business Development. Employees often needed to access documents in order to defend clients and reference claims in the event of a dispute, which resulted in constant back and forth from desks to filing cabinets. KTS first attempted to alleviate these problems by increasing staff size to assist with organization. As space restrictions and the lack of efficiency became overwhelming, finding a paperless solution was critical.



Solution Requirements

Kimball, Tirey, & St. John needed a system that would save space, boost accessibility to client documents, and transform filing and locating documents into a seamless and dependable process. An integration of a paperless system to help the Account Executives achieve greater productivity and customer service was the firm's main goal.