



Security and Efficiency - Legal Case Study

Imagine this: your small business receives 15 or 20 pieces of mail a day. We're not talking about junk mail—every one of those envelopes contains information that is critical for your work. Each envelope needs to be opened, and its contents scanned, reviewed, and filed. Some of the contents are time-sensitive, so you can't afford to let the mail stack up. Besides, after a month you'd have 300 or 400 pieces of mail to deal with, and that would be unworkable.

And the kicker: every one of these pieces of mail is a highly sensitive, confidential legal document. So, not only do you need people to process all of that mail, but your employees need to be reliable and trustworthy. You have to hire, pay, and manage them. And you have to be available to answer their questions.

How much time would your support staff spend processing this mail? If you're David Smithson, none at all. That's because David uses Earth Class Mail.

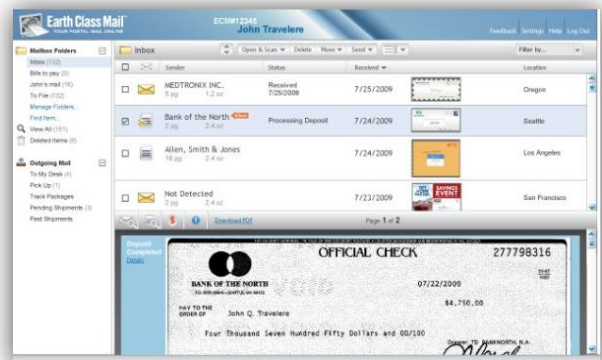
Better, Cheaper, Faster

David Smithson is an attorney based in on the East Coast, and his specialty is representing child crime victims. (Due to the privacy concerns related to David's work, we are not using his real name or identifying his firm.)

David handles a large volume of litigation: currently, he has over 1,000 active cases. Whenever there is any activity related to any one of these cases, he receives notification in the mail. Of course, some of these notifications are more important than others, but he can't know which ones are important until they've been opened and reviewed.

David uses an automated case management system to handle his caseload, and he needs all of the notices in electronic form so that they can be filed appropriately. Before David found Earth Class Mail, his staff was opening and scanning all of the items, and it was a big administrative burden.

Now, all of the legal notices go to one Earth Class Mail box in Oregon. Earth Class mail opens the envelopes and scans the contents. David can log on, review the notices, download them, and then file them in the case management system. It all is more efficient, and it saves the time and expense of hiring a staff to handle the mail. David says, "Everything works together well. It replicates what we'd do in-house, better, cheaper, faster."



A Permanent Address

While David is based on the East Coast, he has active cases in every district court and in every one of the 50 states. All told, he receives mail from over 2,400 contacts in 93 offices. This means that a change of address is a huge administrative headache. (cont.)

Security and Efficiency with Earth Class Mail *continued*

Not only does it take a lot of time to ensure that each contact and each office has the right address, but there's the risk of missing an important piece of mail that is addressed to an old location. David realized that he needed a permanent address, so that he didn't have this costly administrative task each time his physical address changed.

Many companies offer P.O. boxes, but daily visits to a physical box would just add inefficiency. David wanted more, and he found it with Earth Class Mail. Features such as scanning and shredding enable David to integrate the permanent address with other business practices, making for a more efficient and effective operation. David says, "I knew what I was looking for, and I found it in Earth Class Mail."

In addition to the mailbox for the court notices, David uses a separate Earth Class Mail box for other correspondence related to his practice. As with the court notices, Earth Class Mail opens the mail and sends him notification. Then he can log on and decide what to do with each piece. Some of it—journals, for example—he forwards to his physical address. Earth Class Mail gives David the flexibility to decide how to handle each piece of mail.

A Premium on Security

Better, cheaper, faster, flexible—those are all good things. But, they are not enough for David. Privacy and security are probably important to all attorneys, but they are crucial to him in his work representing child crime victims.

Given the importance of security to his practice, David investigated Earth Class Mail before he signed on. And he liked what he saw. All of the mail is handled in secure locations, with robust physical and electronic protection. Once David

has reviewed and filed the court notices, he can decide what to do with each one. He has most of them shredded right at Earth Class Mail's secure facility.

It is all handled efficiently, systematically, and securely, giving David confidence that his clients' privacy—and his legal tactics—are secure.

Anytime anywhere Access

With cases nationwide, it isn't surprising that David travels a lot. He loves the fact that he can deal with the mail when he has time, instead of having a pile to deal with when he returns to the office. Even if he had a staff to deal with the mail, they would still have questions that would require his response. With Earth Class Mail, he can make decisions about the mail from wherever he is.

Last summer, David took several big trips, and every, single flight was delayed. That could be a lot of wasted time. David loves Earth Class Mail because the wasted time becomes productive time. He can sit in the airport with his laptop, connect to the Earth Class Mail servers, and deal with his mail. When he was stuck in the Dallas/Fort Worth airport for 8 hours, he could get to work—and avoid having a pile of mail waiting for him when he got back to the office. He says, "I don't have to lose a day of work catching up on mail. That's a huge, huge benefit."

In addition, David has a colleague whose husband is in the military, so she moves frequently. She has her own Earth Class Mail account, and she can work from wherever she is, without interruption. David says, "Vacation, North Pole, whatever . . . you have access wherever you are."

An Efficient, Secure, and Flexible Solution

Handling litigation on behalf of child crime victims is intense, important work, and it needs to be done right. David Smithson understands how technology can help make his practice efficient and effective. Earth Class Mail was one of the final pieces that enabled him to automate the operation of his practice. And it has all come together well. David says, "I'm completely satisfied."



Visit www.EarthClassMail.com or call 1-866-625-6245 to learn more or to sign-up now!