Foxit

Meredith Connell Sets Itself Free With
Foxit PDF Editor

MC.

CASE STUDY

Overview

- **Region/Country:** Auckland, New Zealand

- **Industry:** Legal

- **Company Size:** 201-500

- **Competitor:** Adobe Acrobat

- **Foxit Product:** Foxit PDF Editor

- **Key Features:** Hyperlinking, scanning, bookmarking, bates numbering and bundling.

- **Integrations:** Citrix & iManage

Going to Trial With Foxit PDF Editor

Sean Birch, Business Analyst for the Meredith Connell law firm, was feeling backed into a corner. The success of Meredith Connell had resulted in increasing workloads for the firm's legal experts, much of which involved processing a substantial number of electronic bundles and hyperlinked documents for litigation every week. And, although using Adobe Acrobat to manage PDF files had been sufficient in the past, that was no longer the case.

The Problem:

Acrobat DC didn't integrate well with the firm's Citrix digital workspace environment; it was also expensive. Fortunately, the board at Meredith Connell was open to exploring alternative options and gave Birch and his manager, Mark Watling, the opportunity to trial PDF software from other vendors.

> *"We didn't like the idea that we were essentially being pushed into a space that we weren't comfortable being pushed into,"* explains Watling. *"We felt sure that there had to be a better solution out there and, sure enough, identified other PDF software vendors in the market. After looking at different products, we ultimately ended up with Foxit PDF Editor, which met our needs brilliantly."*

The firm obtained a trial license with Foxit PDF Editor and extended it four or five times with Foxit Software's blessing to ensure that they were comfortable with what they were getting. In fact, they were using it so much, they were essentially running in a pilot phase without signing a contract, getting the ability to put the software through its paces before making the final purchase decision, which led to some important conclusions.

Staying Ahead of the Law

Meredith Connell is New Zealand's largest litigation firm, providing clients with advice and representation across more than 23 practice areas. Founded in 1922 and operating in Auckland and Wellington, the firm has experts adept at determining the best way to apply the law to any specific situation.

The massive amounts of electronic litigation in PDF format handled across several different departments was impacting the firm's productivity. Each legal expert needed the same PDF software to complete functions like hyperlinking and combining files, however only a few people had Adobe Acrobat licenses to do such things. That meant those few would catch all the work from other staff members needing their help, resulting in work stalling while court deadlines approached. Meredith Connell needed a better PDF solution to stay ahead of the law. It came in the form of Foxit PDF Editor.

Days of Work Time Saved With Foxit PDF Editor

Before switching to Foxit PDF Editor, even hyperlinking and compiling scanned or digital document sets had to be bookmarked then handed off to those people on staff who had Adobe licensing. Now, not only can everyone on staff perform these functions, they can do a lot more.

> *"With Foxit, we can sequentially number documents using Bates numbering within subfolders,"*
>
> *"We couldn't do that in Acrobat, and it arguably saves us two days of work per bundle."*
>
> *- Birch*

When all was said and done, Meredith Connell had no qualms about purchasing 225 licenses of Foxit PDF Editor—an investment that has saved not only time and money but workflow headaches.

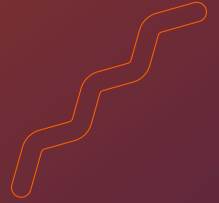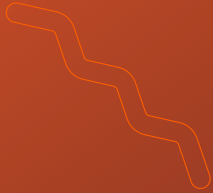# Stellar Customer Support That Delivers

Birch and Watling were impressed that even after purchasing the licenses, the customer support team at Foxit was attentive to their development needs as a law firm. The lightning-fast turnaround of change requests implemented to the product was remarkable.

The firm needed the iManage system tools built into Foxit PDF Editor, and the development team provided working copies of that product within a matter of a few weeks. Now, everyone in the office—including lawyers and lawyer support staff—have access to the Foxit PDF Editor solution.

> *"The really impressive part is, once the sale went through, the level of attentiveness and interaction hasn't stopped at all,"* Birch stated. *"Typically when you start these relationships, there's a bit of a tapering off after the product is sold, and that just hasn't happened with Foxit. Even now while we're still putting in support calls, we're seeing bug fixes in a matter of days. It's been thoroughly impressive. The kind of organization you want to deal with. It's been sensational."*

As a testament to their newfound productivity the staff at Meredith Connell have worked with and saved over 120,000 PDF documents since Foxit went live at the beginning of April 2018.