



# HOW KAZAN LAW REDUCED RISK AND IMPROVED PRODUCTIVITY BY SWITCHING TO FOXIT PDF EDITOR



**CASE STUDY**

## Challenges and Drivers

In the fall of 2019, Kazan Law was planning a desktop refresh. At the time, they were using Adobe Acrobat 10, an old version of on-premise iManage, Microsoft Exchange Server, and Windows 7. As the office needed many software updates, it was clear that they wanted to move to managed services and migrate to Microsoft Exchange Online, but they had some substantial considerations.

### About Kazan Law

Kazan, McClain Satterley & Greenwood is a midsize law firm based in California. Founded in 1974, this litigation firm is often in trial and thus deals with lots of e-filing. As a result, their staff are increasingly working with PDFs and needed to find a solution that worked for everyone in the office.

- **Licensing cost and flexibility.** Kazan Law was spending a lot of money on licensing Adobe Acrobat at the time. In addition, because it was too expensive for everyone in the office to have Adobe Acrobat Pro, they had a hybrid environment where only some staff members had the full capabilities while most were using Adobe Acrobat Standard. As a result, many staff didn't have the tools or functions needed, such as redaction, and had to cobble together substandard solutions. With Kazan Law's desktop refresh and the accompanying switch from perpetual to subscription licensing, the cost would increase even more, and flexibility with licenses would decrease. Kazan Law had to find a solution that wouldn't break the bank and that wouldn't require the IT department to spend time managing licenses for all the staff.
- **IT cost of training and change management.** Kazan Law was resistant to unnecessary changes and wanted to manage the change that was appropriate for them. Since subscription licensing would only increase costs, it made more sense for the firm to keep perpetual licensing for a PDF product. They were also unhappy with the interface changes in newer versions of Acrobat, which were confusing to users and didn't add value in a meaningful way. Kazan Law needed a solution that wouldn't end up being more trouble than it was worth.
- **Support and maintenance.** Due to the high licensing cost of Acrobat, Kazan Law didn't have a budget for maintenance and essentially had to turn to Google and forums as their makeshift support. Moving to newer versions of products was often delayed because they had to buy them all over again, resulting in expensive and slow updates. At the time, they didn't realize the enormous benefits of being able to call support and have responsive support, but Kazan Law knew they needed a solution that wouldn't hold them back.

## Why Foxit

Kazan Law evaluated Nuance (now Kofax), Nitro, and Foxit when looking for a new PDF product. They knew they didn't want to be forced into a subscription model or confusing interfaces, and needed change management to be as simple as possible. The firm eventually settled on Foxit PDF Editor for a more seamless transition for their users, as it was less change to switch to Foxit than from traditional Acrobat to the Acrobat DC products.





Kazan Law's users preferred Foxit PDF Editor's interface, which was a significant factor in their decision. Users liked critical features such as redaction and fill & sign, which made working with documents much easier. They also found that some problematic files couldn't be opened properly in other programs, yet could be opened in Foxit PDF Editor, which made the decision to switch to Foxit even easier. Kazan Law appreciated Foxit's responsiveness and communication, making it feasible for the firm to switch.

## Implementation

Before Kazan Law completed the desktop refresh, in the middle of the migration of mailboxes to Microsoft Exchange Online, the Covid-19 pandemic hit and required the office to quickly move to a work-from-home setup. The IT department accelerated the implementation of iManage Work 10 in the Cloud, yet didn't have enough infrastructure in their Citrix environment, so many people had to use remote access. Since Foxit talks directly to iManage in the cloud, however, employees were mainly able to work remotely on iManage without having to go through Citrix, allowing them to work remotely more quickly and efficiently.

## Results

After deploying Foxit PDF Editor based on their motivators, Kazan Law experienced positive results that have remained true a few years later.

- **Increased productivity.** Foxit PDF Editor's customer-driven features resulted in increased productivity throughout the staff. Due to Foxit PDF Editor's intuitive and familiar interface, there was minimal loss of productivity during the seamless transition which, as an added bonus, didn't come with huge training costs. In addition, features such as tabs, ink sign functionality, and the 'Tell me what you want to do' search box made Kazan Law feel like Foxit was paying attention to what users wanted and needed to do.
- **Reduced risk of malpractice.** As a plaintiff's law firm, Kazan Law deals with lots of medical records and confidential information that, if not redacted properly, could subject the firm to malpractice lawsuits. Implementing Foxit PDF Editor enabled all users to have a fully functional product, which greatly impacted the risk they were entailing as a law firm.
- **Fast and responsive support.** Kazan Law was pleasantly surprised by the attentive support they received, even as a small firm. Any issues during the rollout or post-implementation were fixed almost immediately, with support proactively reaching out throughout the process. The responsiveness of Foxit's support team was a significant change to what the firm had been used to, and was an unexpected yet significant benefit.