

# Maddocks Wins Ruling Against Paperwork



## Maddocks

### About the Firm

Established in 1885, [Maddocks](#) provides premium legal services to corporations, businesses and governments throughout Australia and internationally. It advises clients across education, government, infrastructure, healthcare, professional services and technology, from its three offices in Canberra, Melbourne and Sydney.

Today, Maddocks is ranked as one of Australia's top 20 law firms. It has been the recipient of numerous awards, including the Australasian Lawyer Employer of Choice 2015 – Gender Equality, the Australasian Lawyer Employer of Choice 2015 – Trust & Empowerment, the Business Review Weekly's Client Choice Awards 2014 Finalist and [more](#). Its 67 partners work with a team of more than 500 attorneys across its three offices.

**“Working together to **make a difference...** every day.”**

Maddocks mission statement

### The Legal Landscape

In a competitive legal landscape, law firms are only as good as the work they do. They're not only challenged by peers, but also by everyday issues: complicated processes, fiddly paperwork, administrative delays and workflow bottlenecks.

Firms are constantly under pressure to deliver, and in most cases, the ability to execute above and beyond expectations is the deciding factor between failure and success. Being in the reputation business means that law firms must constantly innovate across all segments of the business, including technology, to remain relevant.

But what can law firms do today to place themselves well ahead of the game?

An obvious solution would be to increase performance by removing friction caused by common processes. Streamlining high-touch activities, such as organising court documents, can help firms work smarter, and be more attuned to the needs of the business. And this is exactly what Maddocks opted to do.

### PROVEN Results



300+ pages of legal documents processed in seconds



15 minutes saved each time Nitro replaces manual scanning



Only ½ a minute for batch numbering 100s of pages

## The Challenge

“One thing that law firms do particularly well is **we are king at producing documents**... yet, many law firms still use very basic and antiquated methods of creating those documents.”

**Patrick Ng,**

IT Director at Maddocks

Despite ‘working together’ being an ethos at Maddocks, the firm’s relationship with documents was less than harmonious. Patrick Ng, IT Director at Maddocks, explains the situation the firm faced, *“We have people who’ve got very good drafting skills, so the amount of time they can turn a policy, contract, court form, or client contracts is good. But there was an opportunity to improve what we’re doing – to get a better outcome in terms of quality for a competitive advantage, and make our team happier.”*

### Shackled to office equipment

Previously, Maddocks relied heavily on office equipment such as scanners, printers and photocopiers to get their documents ready. Justine Ingaliso, Technology Trainer at Maddocks, shares this lengthy process: *“We would waste up to 15 minutes for every document we had to scan, depending on the length, if it was printed double-sided, if staples needed to be removed, and if pages were printed to scale. Then you would have to delete the old version and save in the new one—which is a nightmare for version control.”*

This process was a strain, and created a significant amount of frustration: *“Combining different documents into one was a challenge. For example, a scanned document would consist of a 20-page affidavit with 10 to 200-page exhibits. You realise halfway through that Exhibit A should go after Exhibit B, what do you do? You rescan the entire document...can you imagine the pain?”* Ingaliso continues.

### Bye, deadlines!

An additional challenge Maddocks faced was risking missed deadlines caused by not getting documents edited and ready on time. *“A lot of court deadlines are 4pm or 4.30pm, so by the time we received documents from clients, reviewed and identified an error, it was too late to make the change in time for court. We’d just flat out miss deadlines because we couldn’t edit, rescan and print the 300-page document in time,”* says Ingaliso.

Not filing court documents in time would result in penalties or delays in completing a case within a reasonable time frame – which invariably impacted a range of stakeholders, including clients.

### Why Nitro?



Nitro Founder & CEO, Sam Chandler chats with Maddocks IT Director, Patrick Ng

“What was **most challenging was the time frames we were expected to deliver** - to produce documents and get them out.”

**Patrick Ng,**

IT Director at Maddocks

## Low document quality

Another issue the firm had was the inferior quality of documents produced in the past. Ng explains, “*Despite tight timeframes, the visual outcome of Maddocks documents was important to us. There was a letter that as a scanned image was fuzzy on screen with poor resolution. We didn't like it.*” Instead, Maddocks wanted their documents to reflect the professionalism of Maddocks: “*We wanted our PDF documents to look crisp, fresh and grain-free,*” added Ingaliso.

## The Nitro Advantage

“The reason we chose Nitro was that **it was by far the best fit.**”

**Patrick Ng,**

IT Director at Maddocks

Maddocks was first introduced to Nitro in 2010, and soon recognized its value in accelerating productivity. It didn't take long for Nitro to become a firm favourite at the firm, and use of Nitro quadrupled from 100 to 400 users. Ng describes Nitro's popularity, “*Because we have power users that love Nitro, it means we'll have not one but hundreds of people using it—and that productivity is a really big factor for law firms.*”

## Fuss-Free Licensing

An initial concern Maddocks had was how often it needed to monitor its licensing, but this was put to rest as Nitro's fuss-free licensing enabled easy deployment within the firm's own standard operating environment. In addition, the white glove service that Nitro offered made the process painless, and employees adopted Nitro in no time.

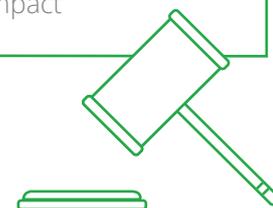
## Software Assurance

Maddocks opted for software assurance, and enjoyed complimentary software upgrades, preferential customer service, and exclusive offers, for a richer Nitro experience. However, Ng notes that he doesn't rely Nitro's support too often: “*You'd notice that we don't make a lot of help desk calls - because our people are happy and productive, we get less support requests. This allows the team to focus on moving the business forward.*”

### IT Checklist

How did Nitro win over the jury at Maddocks? Here are the top three differentiators:

- ✓ **Usability**  
adoption rate by end users
- ✓ **Scalability**  
easily grow with the business
- ✓ **Viability**  
fiscal and cultural impact



## Shop Local

An extra benefit for the firm was the fact that like Maddocks, Nitro was an Australian company with Australian values. The Maddocks brand represents a strong sense of community, one that's very much at the heart of Nitro - from its various programs that champion gender diversity to corporate social responsibility. *"Our preference for Nitro has come about through rich functionality and ease of use...and it being an Australian company,"* says Ng.

## Key Benefits

**When we started using Nitro, it changed my life. It literally changed my world."**

**Justine Ingaliso,**  
Technology Trainer at Maddocks

Prior to becoming a technology trainer, Ingaliso served for almost a decade as a litigation secretary, giving her first-hand insight into the firm's common paperwork challenges. Ng explains, *"Nitro was an opportunity for us to help our legal secretaries improve what they were doing, get a better outcome in terms of quality, and give us a competitive advantage."* When Nitro was deployed, Ingaliso was one of the first to test drive the product, and she hasn't looked back since.

## Last minute edits? No worries

Based on her time as a litigation secretary, Ingaliso instantly recognised the difference Nitro made for last minute edits. *"As litigation secretaries, we need to change things at the last minute. If a final document needed edits, usually it meant a trip to the printer and rescanning the entire document. And that was often 250-300 page court documents, such as pleadings, affidavits, contracts and agreements."*

But with Nitro, Ingaliso was able to perform a number of edits with a few clicks. *"Moving pages around, bookmarking, batch numbering, deleting pages, extracting pages - it was great! I realised Nitro could do all these things."* Being able to edit on the fly meant that court deadlines could be more easily met, with minimal time wasted on printers and scanners.

## On-brand documents. Every. Time.

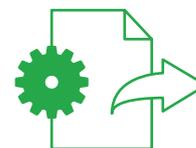
Ingaliso also found that Nitro improved the quality of documents. She describes the process before Nitro, *"If there was one page wrong, we'd have to rescan the entire thing, which wasted a lot of time and led to poor quality. We had a scanner assigned to each team, but the time it took to rescan documents was just ridiculous."*

With Nitro, however, Ingaliso explains that documents looked better, more in line with the Maddocks brand. *"If you use Nitro to create your documents the client is going to get a better version of it than a scanned version."*

### TOP 3 Features



Combining  
all file types into a  
PDF document



Batch numbering  
hundreds of pages in  
one go



Redaction  
and white-out for  
data protection

“We have a lot of Nitro users that **literally couldn't do their jobs without it,**”

**Justine Ingaliso,**

Technology Trainer at Maddocks

## Convenient Confidentiality

An additional benefit of using Nitro is its powerful redaction tool. *“Another regular task that litigation secretaries did was adding or removing data from a document, which was done either by adding new pages or using white-out to erase text before rescanning the entire document,”* explains Ingaliso.

Nowadays, the firm's secretaries deftly apply a range of tools to manipulate documents, including the popular [redaction](#) feature that instantly searches and blocks out text from the entire document as required. *“The ability for easy redactions gives us a lot of value.”* says Ingaliso.

## Results

“Change is quite hard to bring about in law firms. **It has to be simple and easy for our people to use.**”

**Patrick Ng,**

IT Director at Maddocks

*At the core of Maddocks is its people. This is evident in its approach to Nitro, and aligned with other [initiatives](#), help make Maddocks a great place to work at.*

## Environment policy

An Environment Committee ensures that the firm's approach to business is sustainable. The Committee monitors the impact of business activities, and puts into place solutions to minimise environmental waste. Implementing Nitro was one of the ways the IT team at Maddocks have been able to effectively support this policy.

## PaperLite

Maddocks is proactive about lowering its paper dependency, and have started an internal program, PaperLite. *“Using Nitro complements being a PaperLite office nicely,”* says Ingaliso. Alongside internal document management system Work Site, Nitro is used regularly to increase efficiency while minimising use of paper in the Maddocks office.

## Why Redact?

- Save time, meet deadlines
- Remove human error in manual search
- Protect sensitive data



See how to [redact with Nitro.](#)

## Did You Know?

**We keep it simple here at Nitro.**



A few of the [Top Reasons for Replacing Adobe Acrobat™ with Nitro](#) includes fair pricing at a fraction of the cost of Adobe Acrobat™, no feature bloat and no painful software audits – making Nitro a clear choice for IT leaders.

## Tech and culture alignment

Maddocks have found that productivity and employee satisfaction goes hand in hand, as Ng explains, *"For us, it's about usability. We want people to come into our organisation, start working and talk to us about how to best solve a problem, as opposed to, 'Why can't I get this to work?'"*.

Ingaliso adds, *"We are all about mobility and having applications that work in our environment."*

*"Our approach to the product that we produce is that as much as possible we want it to be native digital, and Nitro has a big part to play in that process,"* Ng concludes.

From creating sustainable practices to easing workday frustrations, Nitro has been an all-around winner for Maddocks.

## Maddocks Team

### Patrick Ng

Director, Information Technology

Patrick oversees the firm's IT infrastructure, delivering seamless support to the organisation's people across three locations. Patrick joined Maddocks in 1999, and has overseen the expansion of operations, linking people with the right technology solutions to remain at the forefront of their profession.

### Justine Ingaliso

Technology Trainer

Justine was formerly a legal secretary at Maddock for six years, handling a large volume of documents both pre and post the introduction of Nitro. With a talent for driving productivity within the organisation through the use of technology, Justine joined Patrick in the Maddocks IT team as a Technology Trainer and is now leading the push towards a more paperless organisation.

## Resources

### Webinar

[Best Practices for Paperless Productivity](#)

### Education

[Nitro how-to videos](#)

### ALPMA blog post

[The Right to a Paperless Office](#)

### Nitro blog post

[Beyond Reasonable Doubt: Legal IT Leaders Innovate to Stay Ahead](#)

## About Nitro

Nitro is a document productivity company. We make it simple for business teams to convert, share, sign and analyse documents anywhere on any device. Founded in 2005 in Melbourne, Australia to disrupt the PDF market, Nitro is used by more than 575,000 businesses, including over half of the Fortune 500. Nitro headquarters are in San Francisco, with offices around the world. Get more from your documents and make work more productive at [gonitro.com](https://www.gonitro.com).



Maddocks

Let us help you,

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