

# Harwood Andrews Reduces Costs and Enhances PDF Capability with Tungsten

Case Study

**TUNGSTEN**  
AUTOMATION

HARWOOD  
ANDREWS



Case Study

# Harwood Andrews Reduces Costs and Enhances PDF Capability with Tungsten

To boost operational efficiency and drive toward its goal of becoming a paperless office, Harwood Andrews aimed to replace its multiple PDF tools with a single, streamlined solution. By deploying Tungsten Power PDF as its firm-wide PDF solution, Harwood Andrews is saving time, unlocking operational efficiencies, and driving thousands of dollars in cost-savings.



**AU\$70k**

Cost-Saving Achieved

**Streamlines**

Document Management Process

**Supports**

Paperless Office Transformation

“The comprehensive range of functionality in Tungsten Power PDF means our people can complete tasks more quickly and easily.”

Shane Doak,  
Knowledge Resources Manager, Harwood Andrews



## MEET HARWOOD ANDREWS

WWW.HARWOODANDREWS.COM.AU

Headquartered in Geelong, Victoria, Harwood Andrews delivers innovative, expert services to business, private and statutory clients. With a diverse team of over 170 people, including principals, special counsel, lawyers, corporate service managers and support personnel, Harwood Andrews has offices in the cities of Geelong, Melbourne, Ballarat and Albury.

## PRODUCTS IN USE

- Tungsten Power PDF

## FOCUS

- Paperless Office, Operational Efficiency, Digital Transformation

## Challenge

Digital documents play a key role in Harwood Andrews business processes, and the legal firm has set its sights on becoming a paperless office.

In the past, Harwood Andrews relied on multiple different solutions to create, manage and edit PDFs, which drove up its costs and reduced operational efficiency. To achieve its paperless goals, the firm aimed to replace this patchwork of software with a single, streamlined PDF solution.

Shane Doak, Knowledge Resources Manager at Harwood Andrews, explains: "Much of the PDF software that we were using could only do so much, which was becoming increasingly frustrating for our employees. For example, a scanning document would often produce PDFs with extremely large file sizes. When people tried to resize PDFs documents to reduce the file size for emailing, it was a time-consuming and painful process.

"We also wanted a solution that would let us easily mark up documents, make changes, and add and delete pages—all of which were difficult to do with our existing software.

"Finally, we aimed to find a PDF solution that was cost-effective. After reviewing many of the solutions in the marketplace, we found that PDF software usually fell into one of two categories:

it was either affordable but offered little capability, or it offered considerable capability but was expensive. We need to deploy PDF software across numerous computers, which means cost-efficiency is a key requirement. Ideally, we wanted a PDF solution that was both cost-effective and feature rich."

## Solution

After coming across Tungsten Power PDF at a legal conference, Harwood Andrews decided to trial the solution alongside two others from different vendors.

"We found that Tungsten Power PDF had all the features we needed," comments Shane Doak. "The Tungsten solution was also very user-friendly compared to the other two solutions we looked at. Although many of our employees are not tech-savvy, they picked Tungsten Power PDF up quickly because the software is so easy to use. We felt Tungsten Power PDF was well-gearred towards the day-to-day professional user. The price was extremely affordable, and we decided to run with Tungsten Power PDF."

Designed specifically for enterprise use, Power PDF provides all the capabilities business users need at a competitive price point. The software lets users create, assemble, convert, edit, search, secure, print and validate PDF documents and forms easily and quickly.



Power PDF helps users boost productivity and eliminate format-dependency bottlenecks that hinder workflows and slow down business.

## Results

After deploying Power PDF across its four offices, Harwood Andrews has succeeded in lifting productivity, driving cost-savings, and making significant strides towards a paperless office.

“Thanks to Tungsten Power PDF, everyone in the office is now on the same page when it comes to working with PDFs,” explains Shane Doak. “Using one solution makes it far easier for us to administer and maintain documents. In addition, the comprehensive range of functionality in Tungsten Power PDF means our people can complete tasks more quickly and easily. Resizing large electronic documents to smaller files is absolutely no problem. People can also join PDFs together, rotate pages, and add and delete pages with ease. Highlighting, marking up and editing files can also be done swiftly.”

An added bonus, according to Shane, has been the Bates numbering feature in Tungsten Power PDF, which automatically provides consecutive numbering of scanned or processed pages and documents. The firm also found the software’s ability to compare documents very valuable. This feature lets users examine two versions of a document side-by-side so that any differences

are apparent. The original can be compared with any amended version.

Increasingly, staff at Harwood Andrews are using Tungsten Power PDF to convert documents into other formats.

“Document conversion was not part of our original must-have set of features, but it’s something that our people are using more and more,” comments Shane Doak. “They are converting PDF files into fully formatted Microsoft Office documents at the click of a button. Some of these files are text-only documents, but many also contain diagrams and tables, and Tungsten Power PDF converts them accurately—a big time-saver for us.”

Harwood Andrews is also using the Tungsten solution to turn static PDFs and Microsoft Word documents into digital forms.

“In the past we would have to either courier documents across to clients to have them

signed, or email them, and have them printed before being signed and returned. Today, we just email the forms and clients complete them digitally. This is faster, more efficient and helps us save time,” adds Shane Doak.

As well as boosting its productivity, Tungsten Power PDF has helped the firm to drive considerable cost-savings.

“We have saved about AU\$70,000 thanks to Tungsten Power PDF, which is a substantial saving for us.” concludes Shane Doak. “When you combine this saving with the extensive PDF capabilities we have gained, I can honestly say that Tungsten Power PDF was the right solution for our firm. If your organization is searching for PDF capability, then Power PDF is definitely worth considering.”

**Read more stories of success from our global customers at [www.TungstenAutomation.com](http://www.TungstenAutomation.com)**

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**Shane Doak,**  
Knowledge Resources Manager, Harwood Andrews

## About Tungsten Automation

Tungsten Automation, formerly Kofax, is the global leader in intelligent automation solutions with a trusted legacy of nearly 40 years, with a team of 2,000+ employees in 40 countries, serving 25,000+ global customers. Our dedication to innovation and customer success has earned us industry recognition, including being named a leader in Intelligent Automation (IA), Intelligent Document Processing (IDP) and Process Orchestration by top analysts. We are trusted to help businesses gain unprecedented efficiencies and reduce costs through AI-powered workflow automations that propel their businesses into the future.

To learn more, visit [www.TungstenAutomation.com](http://www.TungstenAutomation.com)

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