

“FileTrail has reduced the time it takes to retrieve a file by 90%.”

Elizabeth Cerutti
Legal Administrator
Abgenix, Inc.

Case Study

Abgenix, Inc. - Legal Department

Biopharmaceutical legal department gains control with FileTrail.

Client Profile

Headquarters: Fremont, CA

Industry: Legal

Abgenix, Inc., is a biopharmaceutical company focused on the discovery, development, and manufacturing of human therapeutic antibodies. The Fremont, California based company has over 500 employees, and licenses its technology to companies such as CuraGen, Chiron, Human Genome Sciences, and Pfizer. The company's legal department implemented FileTrail to track and manage Patent, Trademark, Litigation and other files in 2004.

FileTrail Implementation: 2004

FileTrail Products Implemented

- **FileTrail Hosted Professional** - On-demand service for file tracking and records management.
- **FTColorLabel** - On-demand printing of color-coded folder labels.
- **FTPPortable™** - Low-cost portable scanner for file tracking and auditing.

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<http://www.FileTrail.com>

Background

Retrieving files for attorneys used to be time-consuming for staff in the legal department at Abgenix (now part of Amgen). Now, all staff have access to FileTrail at their desks to streamline file handling processes and save time. Since implementing FileTrail, staff spend less time on manual tasks and focus more on higher-value work for the department.

Eliminating the Paper Chase

Locating a file used to be a time-consuming process for staff in the legal department. First they would look in the file room. If the file was not there, they begin a hunt from person to person around the office.

FileTrail makes the current location of every file available to everyone at their desk. Since implementing FileTrail the labor required to locate and retrieve files has dropped dramatically.

“FileTrail reduced the time it takes to retrieve a file by 90%, ensuring that attorneys have quick and timely access to documents and information,” said Elizabeth Cerutti, Legal Administrator. “In addition, many other processes, including audits, require that we have all the documents accessible.”

Preserving Knowledge in the Database

Prior to automating with FileTrail, there was no inventory of what files existed or the keywords associated with them. The knowledge built by staff over time was the best tool to identify and locate relevant files. When an employee left the company, all of their knowledge went with them.

FileTrail collects the information that used to exist only in the employees' collective experience. The database holds an inventory of all the legal files. Descriptive data is standardized and searchable by anyone.

“Now, FileTrail makes it easy when we need to find all relevant agreements for a financial audit,” Cerutti said. “Anyone can gather the information - not just someone who has worked on that project.”

Application Highlights

- The FileTrail application is accessible by all staff in the legal department, with separate screens configured for each type of file.
- Color-coded labels are printed quickly and easily from FileTrail to create new files

Key Results

- **No Lost Files** - Fast access to FileTrail at the desktop has eliminated physical searches for files and cut file retrieval time by 90%.
- **Increased Efficiency** - Availability of all documents makes work more efficient and accurate for staff.
- **Lower Costs** - Eliminating the need to retrieve copies of lost documents from outside counsel has reduced costs.
- **Standards** - FileTrail standardizes data and labeling of files, improving searching and reporting.
- **Automated Labeling** - File room staff are able to generate color-coded file labels using FileTrail, saving time and labor.

Customer Insight

We chose FileTrail because of the flexibility and the technology. FileTrail was the most flexible in terms of configuring it to reflect the descriptions of our files and documents. The Web technology was a plus because it meant we required less support from our technical staff.

We were able to assign an icon to represent each type of file we are responsible for. We chose icons that looked like our files to make people more comfortable with the software. We found that FileTrail was intuitive enough that we don't have to do a lot of training for new staff.

About FileTrail

FileTrail, Inc., is the leading provider of browser-based records management solutions. Companies of all sizes turn to FileTrail to streamline processes with the latest technology and most configurable software. Headquartered in San Jose, California, FileTrail has been providing solutions for records management since 2001.

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Powerful Tools Help

While not every piece of data can be validated, FileTrail's powerful search tools compensate for some of the differences.

"The use of wildcards and other search tools help us locate files even when some people have entered different abbreviations," according to Cerutti.

Increased Accountability Reduces Cost

Legal departments face a common problem with lost documents. If a critical document can't be found, a copy may need to be retrieved from outside counsel, at an hourly cost. In the worst cases, missing documents may need to be requested from opposing counsel. While these situations do not happen often, they are costly and embarrassing.

"Since we implemented FileTrail, we have greater control over all our paper-based records," Cerutti said. "FileTrail has helped us find every file and document, and we have not had to request a copy from any external parties."

Flexibility Creates A Perfect Fit

"FileTrail lets us define any number of fields on the screen," said Cerutti. "This allows us to store our own internal tracking number for patents, in addition to the application number, patent number and publication number."

In addition, FileTrail's flexibility provides completely different screens for eleven different types of items. Each screen collects the fields that are most appropriate to that type of file or document, using the terminology already familiar to staff.

"I was quite impressed with how easy it was to configure the system to accommodate our very specific needs," said Steven Marks, a Business Applications specialist from the ITS department.

Creating Files More Efficiently

Creating new folders was another time-consuming task. Like many companies, Abgenix typed text labels and applied color tabs to the end tab of the folder. The color-coded labeling prevented mis-files, but required tedious setup.

FileTrail streamlined the creation of new folders. A single strip label is printed with the text, color codes and a bar code. Best of all, there is no additional data entry. All the data for the label comes from the FileTrail.



Sample label for patent files identifies the file by Country, Category and Docket Number.



Sample label for trademark files identifies the file by Country and Mark Name.

Contact FileTrail Today!

For more information about the benefits of automating with FileTrail, call your local FileTrail representative at:

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