

SIMPLE SMART STRATEGIC

Transforming Legal Document Management



INDUSTRY-LEADING INFORMATION MANAGEMENT COMPANY

Law Image is a specialist information management company. We support law firms and government departments across Australia. Founded in 1999 and headquartered in Melbourne, we have offices in Sydney, Brisbane and Perth.

Law Image provides a full suite of legal document management including printing, document digitisation, on-site print rooms, hard copy processing, eDiscovery support, eArchiving, court filing, commercial printing, digital mail management, mailout for bookbuilds and direct marketing. With a strong focus on innovation, we have custom-built workflow efficiency tools to enhance productivity and quality of work delivered.

Our operation is based
on a true onshore, in-house
processing business model.

At Law Image, we are serious about data security. Data is stored within our secure physical and logical perimeter and protected with firewalls and real-time security monitoring.

We value our clients' data sovereignty requirements and do not subcontract processing projects. Work is handled by our employees who have cleared the required security checks and work out of our secure premises nationally.

01

Industry Expertise

Founded in 1999 *A powerhouse of knowledge*

02

National Presence

Offices in Melbourne, Sydney, Brisbane and Perth

03

Continuous Innovation

- Enterprise workflow application – L I V E
- Technology solutions for data management
- Document evaluation tool
- Specialist tools for document tracking/indexing

04

Strong Client Base

Our clients include law firms, corporates, government departments and royal commissions

“

The Law Image team assisted us in relation to a substantial piece of litigation, involving scanning and objective coding of approximately 100 archive boxes of documents, and the production of voluminous Court Books. Law Image delivered us an excellent quality product on a very tight timetable. The coding was accurate and thorough, the Court Books exactly as requested and we received outstanding customer service throughout.”

LACHLAN CURRIE Senior Associate | **Hall & Wilcox**

ABOUT LAW IMAGE



“

We focus on delivering seamless information management and workflow solutions for the legal industry leveraging digital technology and rich domain expertise.

Our actions guide our core values of customer first, integrity and a collaborative alliance with our clients.”

MIK SHARMA

Director | Law Image

Law Image has built a reputation for exceptional customer service focussing on quality, efficiency and confidentiality. Clients trust us for our core expertise in legal information management.

A Strategic Partnership

Law Image has to date processed millions of documents: printing, scanning, hard copy processing for various projects. We have been awarded work from law firms to support royal commission projects from 2009 including:

- *Royal Commission into Institutional Responses to Child Sexual Abuse,*
- *Victorian Bushfires Royal Commission,*
- *Royal Commission into Aged Care Quality and Safety,*
- *and Royal Commission into Misconduct in the Banking, Superannuation and Financial Services Industry.*

Pricing Transparency

Law Image operates with complete pricing transparency. There are no hidden, supplementary or additional surcharges. We operate on the basis of no pricing surprises.

Production Capacity

Law Image's legal document management process and technology ensure that no matter the size of the project we always deliver excellent results.

OUR SERVICES

End to End Information Management Solutions

At Law image, we take strong measures to mitigate risks and hold all assignment data in secure on-premise facilities. Data is removed securely after the completion of each project.



INDUSTRY PARTNERSHIPS

q.CAT is our partner software company and offers a highly intuitive data management tool that helps create a review platform load file. It is designed to help capture content, render pages, organise data, and provides powerful Optical Character Recognition (OCR) functionality.

We also partner with leading review platform software providers and eDiscovery firms on key projects.

L I V E

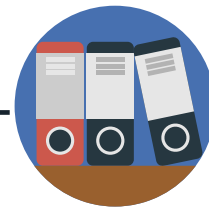
Enterprise Application

L I V E is a real-time ordering and workflow application. It allows users to place orders anytime from anywhere, provides instant visibility into project status and supports tracking of an order from start to end.



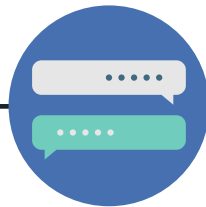
Register online

Create user credentials online
www.lawimage.com



Place your order

In a few simple steps, you can
place an order



Track project status

Subscribe to notifications on project status
(new, work-in-progress, completed, delivered)



Order history

Search past project information
and orders



Online invoices

Track invoices generated
for completed orders

CULTURE OF EXCELLENCE

At Law Image, we strongly believe in 'customer first'. Our culture is that of a startup, enthusiastic and passionate about client service. We focus on continuous innovation to value add for our customers. With our national presence in Australia, we offer excellent around the clock support (24/7).

Certification

Law Image is on the national preferred supplier panels for ACCC, ASIC and the Department of Defence. We are a certified legal document copying firm for the Supreme Court of New South Wales.

Law Image has been awarded the ISO 27001:2013 certification in information security.

The certification validates our ongoing commitment to integrating security best practices throughout our business to protect and manage our clients' information assets.

We have also been awarded the ISO 9001:2015 certification for our unwavering focus on providing high-quality customer service.

Employer of Choice

Law Image is an employer of choice in the sector. Our staff turnover is low—we operate as a close-knit team—our enthusiasm is reflected in our customer service and expertise offered to clients.

Corporate Social Responsibility

Law Image is passionate about community development. We offer support to various causes such as the Red Cross Disaster Relief and Recovery Fund, expressing solidarity with firefighters and volunteers.

We maintain active engagement in the local community with our #helpinaction initiatives—aiding Oz Harvest in the fight against food waste, and encouraging our NSW support staff on their 'Shining Light on Mental Health and Wellbeing' program.

Environmental Sustainability

Law Image has a strong focus on environmental protection. We have instituted an environmental sustainability program that aims to reduce the impact of operations. As part of this program, Law Image focuses on power and resource conservation and takes measures to increase staff awareness on environmental responsibilities. Law Image complies with relevant environmental standards and industry best practices.

KEY ADVANTAGES

01

Strong Focus on Quality

ISO 9001:2015 certified

02

Agile Approach

Great response time, 24/7 availability, business continuity plan

03

Secure Operations

True onshore (Australia) operations, based on an in-house processing business model

04

Data Protection

Secure on-premise IT servers, strong firewalls, ISO 27001:2013 certified



SUCCESS
STORY

01

**Royal Commission into Misconduct in the Banking,
Superannuation and Financial Services Industry**

Law Image was required to process both hard copy and electronic files.

Quality Check

We deployed a three-level quality check to deliver the project with zero errors.

Data Security

We complied thoroughly with all data security requirements.

Tight Deadline

Law Image worked on the first tranche of tens of thousands of documents and turned around the project in less than four weeks.

SUCCESS
STORY

02

Hard Copy Processing

Law Image was engaged by the Federal Government to convert tens of thousands of hard copy documents which were fragile, old and included handwritten notes, into electronic format.

High Data Security

We complied with the stringent security arrangement as the data was categorised as highly confidential.

Onshore Processing

Our operation is built on a complete onshore services model, and we do not sub-contract our work.

Time Sensitive Project

With a tight deadline, the staff at Law Image worked around the clock to deliver the project on schedule.

WHAT OUR CLIENTS SAY ABOUT US

I worked extensively with the team at Law Image on a complex international arbitration throughout 2010 and in 2011. The service provided by Law Image was excellent in all respects:

- they consistently produced high-quality work product
- they were able to meet the most difficult deadlines
- they regularly and at their initiative offered suggestions for improving the presentation of materials
- when the inevitable issues did arise, they were quick to identify and rectify problems
- they were client focussed, enthusiastic and a pleasure to deal with

In short, I was very impressed with Mik and his team at Law Image. I would not hesitate to use them again and would highly recommend them to other people looking to engage the services of a third-party legal support provider.

Yours sincerely



Domenic Gatto

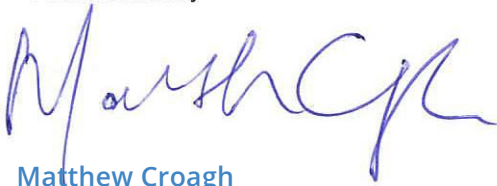
Partner | **King & Wood Mallesons Australia**

The firm has used the services of Law Image since 1999. During that time, we found Mik and his team provided prompt and accurate services, often under huge time pressures with requests for quick turnaround.

We used Law Image in Brisbane during a large arbitration and found the service there to also be of the same high standards we experienced in Melbourne.

The people from Law Image that I have met have always been courteous and professional and ready to assist with any task requested.

Yours faithfully



Matthew Croagh

Partner and Head of Office | **Norton Rose Fulbright Australia**

KEY MILESTONES



**Celebrating over 20 years
of service excellence.**

OUR BUSINESS DRIVERS

01// SIMPLE

We operate in an agile manner, making it simple and easy for our clients to do business with us.

02// SMART

We leverage technology to drive innovation and provide continuous value for our clients.

03// STRATEGIC

We deliver custom solutions helping our clients focus on the core case strategy and maintain their competitive advantage.

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