



DocuLex Takes the Labor Out of U.S. Border Patrol Employee Representation

Founded in 1965, the National Border Patrol Council is the labor organization representing all non-supervisory U.S. Border Patrol employees, currently numbering about 13,000 nationwide.

The Council aggressively and effectively represents employees through negotiations, litigation and legislative action, provided by a nationwide network of several hundred well-trained and dedicated volunteer activists and a small staff of extremely capable professionals, and is affiliated with the American Federation of Government Employees and the AFL-CIO.

Rich Pierce, Executive Vice President of the National Border Patrol Council, oversees the assignment of labor cases to the almost 500 union representatives, attorneys and field representatives that handle matters for Border Patrol employees surrounding disciplinary actions such as suspensions and terminations of employment. Mr. Pierce is also tasked with devising the best IT solutions to automate the process of case management for the Council representatives.

The Challenge

Any type of legal case can include a multitude of paperwork, whether it is a pending case, or a closed case that requires review for precedents and other valuable information that may apply to present-day litigation. The cases the Council represents are no different.

Based on the massive size of the U.S. Border, it is a given that U.S. Border employees that may require legal representation, and those legal representatives, will be spread across thousands of miles. Many of the case files housed by the U.S. Border Patrol Council are in various locations, some simply on paper, some in an electronic format, some a little bit of both. The Council representatives need fast access to these files, and to courier a 300 page case brief back and forth across the country is no small expense. What Rich determined the Council needed was a single secure location for all members to obtain closed and current case documentation in a quick and easy manner, with a protocol everyone could follow for the handling of these documents.

“There was no streamlined process for our representatives to obtain legal documents. Everything was floating about the country and simply being handled on a case-by- case basis,” said Rich. “Shipping files back and forth across the country was certainly risky, costly, and not as effective as it could be. I had to find a solution that would best maximize the legal representative’s time and access to all relevant information for a case, ultimately ensuring the best representation possible to U.S. Border Patrol employees.”

The Solution

Rich evaluated various software packages and decided that what the Council really needed was a service - something an outside company could offer to them without the cost and responsibility of installing and maintaining a document management system in- house. He determined that DocuLex’s On-Demand Document Management Service would be ideal for the Council’s need to fulfill case file requests quickly and cost effectively.



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DocuLex offers its Archive Studio software as a service, to enable secure document warehousing on DocuLex servers, with users of the service retrieving those documents using the DocuLex WebSearch product, a component of Archive Studio that allows sharing of document collections over the Internet.

The Archive Studio software includes capabilities that provide easy cataloging of scanned documents, word processing documents, email and other miscellaneous files using custom metadata and file names, based on search terms specified by the service subscriber. DocuLex works with the customer to select the best terms based on their needs, to enable automatic filing of fully searchable PDF documents on the secure DocuLex servers. Through the WebSearch component of Archive Studio, the service subscribers are able to retrieve documents in an instant using any of those terms selected during the setup process.

Per the plan devised by DocuLex and the Council based on its requirements, the Council procured a number of Kodak document scanners and sent them to approximately 15 field offices where many of the case files are kept. Each office scans the case files with the Kodak scanners, the scanned documents are then OCR'd for full text search capability, and sent electronically to a main repository on DocuLex servers. After these documents are filed according to the parameters established during the service setup process, Council members activate the WebSearch component of the Archive Studio software. WebSearch enables the members to simply log on through an internet web portal, enter password information, and specify simple search terms to access the document or documents required.

The Results

Stated Rich, "The setup process with the DocuLex service was so easy. I simply told them what we wanted to do, they made some suggestions, and we established the filing system and search parameters. The software does the rest. Even better, DocuLex is willing to work with us on an ongoing basis to modify anything that needs attention as we work out any kinks in the system."

"We have been using the DocuLex Online Document Management Service for about a year now, and it has made a world of difference. I have about 100 users accessing files on a daily basis and anticipate that number to increase in the near future. We have managed to scan and store a good bit of our older files, and everything day-forward is instantly handled through the new service. Prior to the service, I was trying to handle centralizing all of the documents on my own via the Council website. It just did not work. The website became very cumbersome to navigate, and as one person, I could not keep up with the demand. With a distributed input model as we have now, and the amazing capabilities of the DocuLex Archive Studio software, all documents captured in so many different locations are handled with ease – they are automatically filed for fast retrieval online by anyone qualified to access them. Now, the input workload is not completely my own. With input being shared and the service being totally user-friendly, much more is getting filed electronically by many more people. My representatives have found this a great way to access case files in an instant, and the Council is fulfilling all demands for exemplary service to Border Patrol employees. The service is very affordable and I am no longer spending a fortune on overnight shipping! Our organization is growing by leaps and bounds, and I look forward to the DocuLex service further promoting this growth."

About DocuLex

Established in 1996, DocuLex provides industry acclaimed document management software. DocuLex's complete solution addresses the business need to effectively manage scanned documents, electronic files and email. DocuLex software is utilized by a wide range of industries, and has a user base that includes everything from small businesses, departments within companies to enterprise-wide installations. Achieve instant document access - anytime, anywhere.

For further questions please contact info@doculex.com

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Document Management Software

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