

Arc Legal Assistance Ltd

Arc Legal are a leading legal expenses insurance provider. The process of managing insurance claims involves claimants submitting claim forms and scanned supporting documents, many of which are in PDF format. These often contain photographs as evidence. The submitted files are uploaded to the firm's claims management system on their file store. In addition to these documents, Arc Legal also generate a large number of letters in-house, which are created from a number of templates. Due to legal requirements, all files have to be kept for a minimum of seven years.

The challenge

Arc Legal stores its documents on a virtual server, which was originally set up with 500 GB of space. The volume of claims and supporting documentation meant that the firm was using up disk space at a rate of 500 MB per day. Kevin Benton, Arc Legal's Technical Services Manager, realised they would soon have a problem. 'From a support perspective, this was urgent, but I had spent several months looking for a solution. We didn't just want to throw more hard drives at the problem, and I didn't want to do anything too complicated like resizing the server and allocating more space to the document store. I also knew that PDFs could be compressed and I hoped I could recover some space that way.'

The solution

By the time he was able to find a solution, the server only had 16 GB of free space left. Having searched for some months, Kevin had tried a number of different PDF compression utilities. 'Some of them were free but the results weren't great. Some cost hundreds or even thousands of pounds but there was no way of knowing whether they would deliver what they promised.' Kevin even considered asking Arc Legal's own developers to create a bespoke solution. 'I figured it would cost us somewhere between £500 and £4,000 to come up with a piece of software that would optimize the files as they were transferred to our document store. Then I discovered NXPowerLite. Because we were eligible for a small business discount, it turned out to be an easy decision for the business – it was a very economical solution.'

"NXPowerLite is a really robust, amazing product which offers great value for money. It was exactly what I was looking for."

Kevin Benton, Technical Services Manager for Arc Legal Assistance Ltd

The result

Kevin started by downloading the free trial for the Desktop version to test the software on a series of representative files. 'I ran it over a number of PDFs. The results were great – much better than anything else I'd come across. Then I looked into the Server version and realised it was just what we needed.'

'In terms of compliance, there were no issues. 'The documents displayed the same before and after optimizing. They look exactly the same and they act identically. I couldn't even see the difference – except that they were smaller files and it was faster to use them. To date, no user has noticed any changes either.'

The software ran overnight on the server over the course of 10 days, with impressive results. 'When NXPowerLite finished its first pass, we had about 84GB free, so had freed up about 68GB.' As new documents are added on a daily basis, NXPowerLite runs every night to maintain as much free space as possible.

	Server storage	Consumption	Server full
Before NXPowerLite	16 GB	11 GB per month	8 weeks
Using NXPowerLite	84 GB	7 GB per month	53 weeks

Working with Neuxpower

When he ran the Quick Scan tool, Kevin found that he would be able to save around a third of the space taken up by PDFs and Office documents. On testing the software on a mirror of the server, though, he encountered problems. 'There wasn't enough free space to run it properly.' He raised a support claim with Neuxpower. 'They resolved it immediately.'