



## Case Study

Intel® Xeon®  
processor technology



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# Paralegal's Online Tools Register Efficiency

**Web-based processes powered by Intel® cut costs, increase revenues and customer loyalty**

In the early 1980s, Victor Arcuri saw an opportunity to create a business around the Alberta government's plans to automate corporate name search for the approval of corporate names. He founded Arvic Search Services Inc. as the first search house to do name search evaluations in Alberta. The business expanded as corporate clients, lawyers, accountants and the general public looked to ARVIC for full incorporations, minute books, bylaws, annual filings and corporate seals. He later expanded to provide trademark services, domain registration and web hosting.

"We are constantly looking at what services we can add to support our existing clients and complement the work we are already doing," explains Arcuri. "The core of our business is corporate paralegal services and we are recognized as one of the top search houses in Canada."

Although more than half of ARVIC's clients are in Alberta, the company was securing a growing base of customers in other provinces and internationally. Arcuri believed that online forms and processes would allow them to expand the business without adding more staff.

Systems administrator, Al Hicks, was tasked with finding ways of putting manual forms online to allow more customer input of data, resulting in faster turnaround times on their services.

"We try to stay on the leading edge, not the bleeding edge which is generally too costly," says Hicks. "We try to utilize and streamline our processes by using proven technology to make things easier for ourselves and our clients."

As more and more business processes were moved online, Hicks looked to increase the efficiency of their server network and database functionality. He moved from a diverse network structure which required more space and power to a centralized Dell\* server environment powered by a combination of Quad-Core Intel® Xeon® and Dual-Core Intel® Xeon® processor technology and supported by VMware\* .

When it came to choosing hardware, Hicks says the decision to purchase Intel® processor based Dell servers was an easy choice. "I'm comfortable with the products because of the support and the fact they are proven in the market. It's the only way to go," says Hicks.

"Our structure gave us capacity to grow with enough speed and power to support a growing client base," says Hicks. "This move has made management of services and servers so much easier. If we need new server, we can create one on the fly by virtualizing a new environment without needing to buy new equipment."

The new environment also allows increased redundancy, allowing us to provide continuous service to our clients. Advanced fail-over capability is critical since customers have been provided with access to the online tools that ARVIC staff use for name searches and incorporation filings.

### Automation Speeds Returns

With the earliest web sites, ARVIC knew that online forms and web-based applications which drew information from corporate databases would allow them to finish paralegal, name search and incorporation work faster.

“When we switched her to an older machine we noticed a slight drop in volume,” says Arcuri. “With the newer Intel processors, we get faster response from the database and screens refresh faster. We’re not waiting for information.”

“Every registered business is required to file an annual return of the business activities. While there are a lot of businesses requiring annual filings, at \$20 per return, it’s a high volume, low revenue business,” says Arcuri, noting much of the information required for these returns doesn’t change year upon year. They created custom software to securely draw the required data from government databases and populate annual filing form. With a few simple key strokes, the customer can confirm the accuracy of the information and pay using a credit card.

Before, the labour intensive process required staff to pull information from government databases manually, which meant the full time job of one to two ARVIC staff was completing annual returns for 150 to 200 customers a month. “With the automation, we only now need one person doing returns and we’re processing about 400 returns a month,” says Arcuri.

Since much of ARVIC’s services are paid on a flat fee basis, time is of the essence. He noticed one staff member’s productivity was higher than others in the offices for completing the same tasks. She was using a new Dell\* desktop PC with Intel® Core™ 2 Solo processor technology. “When we switched her to an older machine we noticed a slight drop in volume,” says Arcuri. “With the newer Intel processors, we get faster response from the database and screens refresh faster. We’re not waiting for information.”

Arcuri says the increased productivity more than pays for itself. “If my staff can complete one more incorporation every two days, that’s \$300 worth of billing every week which more than pays for the technology.”

### Reducing Paper Online For Customers

While ARVIC Search Services aims to reduce paper, there are some government and credit card forms that require keeping paper records. Nonetheless, ARVIC is constantly looking for ways to cut the reliance on paper documentation.

Arcuri and Hicks are currently developing an online incorporation program that will allow the research of corporate names, filing corporation incorporations and returning of a corporate minute book in a completely paperless environment.

With the new program, powered by in-house software running on Intel technology, a complete corporate incorporation can be delivered to the desktop in two hours ... a significant savings from the two to five days it currently takes. And, since the program provides electronic minute books and documentation, it can be accessed electronically based on user roles. For example, a lawyer would be able to access the entire minute book while a banker could see the public pages.

### Software Solutions Sell Services

With increased productivity and more effective use of staff time, Arcuri realized that many of his clients could benefit from the automation software he had developed and started to make it available to select customers.

“Clients of my customers could now go to their site after hours and do a name search for a business, can see the information in real time and get the actual filing underway. The client doesn’t realize they are accessing our name search technology and we’re both benefitting from more business and better customer service,” Arcuri explains, adding the result has been staggering. One legal client has increased his business with ARVIC by 500%.

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For more information on Intel® Xeon® processors, visit [www.intel.com/go/xeon](http://www.intel.com/go/xeon)

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### Spotlight On Arvic Search Services Inc.

Arvic Search Services Inc. provides corporate paralegal, trademark agent, domain name registration and e-commerce services for accountants, lawyers, and entrepreneurs. ARVIC is certified and accredited by the government of Alberta to issue certificates of incorporation in Alberta, as well as the rest of Canada.

