Leading London-Based
Law Firm

Digicorp

Legal Case Study

"We chose Digicorp because we wanted a managed print partner who already understood the legal sector and who could quickly grasp what we were trying to achieve. Digicorp worked with our IT team to design and implement a solution that controls costs, reduces paper consumption, and maintains or improves productivity. Their understanding of the subtleties of managed print, copy and scan in a professional services environment, and their ability to provide client-friendly engineering resource onsite means we have a robust, secure and high-quality service in place."

Challenges

1	Demand for high quality, high volume legal documents
2	Print facilities inefficient and too big to manage effectively
3	Existing print equipment was outdated and failing

Our client is a distinctive London based Law firm offering a broad range of corporate, commercial and private legal services to clients across the UK and internationally. Their London based head office has over 700 staff. Like many law firms, the company produces a high volume of documentation each year. As a result, the firm had accumulated a variety of print, copy, scan and fax devices. With nobody taking ownership of the print infrastructure the impossible task of effectively maintaining all devices fell to the busy IT department.

The firms existing fleet included over 550 devices (single function printers, multi-function copiers, scanners and fax machines) with no consistency in brand or model and all requiring a variety of different consumables, i.e. toner and fusers. With so many devices, a number would break or become un-operational each day leaving them underutilised and in need of replacement.

After a rigorous tender process, Digicorp recommended a complete solution which was both value for money and resolved all the company's key challenges. Digicorp suggested innovative ways to maximise the efficiency of their print fleet, control cost, reduce waste, improve productivity and maintain the high standards of security expected from the legal sector.

Solution

1 Fleet management – a consolidation of 567 down to 41 devices

2 High performing Ricoh equipment

3 Digicorp Managed Print Services including a Follow-Me print Solution

4 Usage reporting

5 Integrated scan and fax workflows

6 Mobile printing capabilities

Transparency and control were a key feature of Digicorp's proposed solution. To give the client a complete understanding of the benefits they would gain from a managed print contract, Digicorp ran a print audit before deploying any solution. This was then presented to all key stakeholders highlighting; usage and cost of every device, spend on paper, consumables and power, and device location and functionality.

On the back of the initial findings, Digicorp identified that immediate cost savings could be achieved by consolidating the number of devices and bringing uniformity across equipment. Digicorp replaced the single-function devices with 41 Multi-Functional Devices (MFD) and a small number of dedicated label printers. The latest Ricoh MFDs were implemented throughout the office integrating print, scan, copy and fax. In addition to cost savings the new technology transformed the print function; the amount of time and resource needed to maintain devices reduced, device downtime decreased, and the quality and speed of document output was improved.

Digicorp's audit also highlighted areas of the office where departments were printing a higher volume of documents. MFDs were located in high usage zones often in pairs ensuring that staff had quick access to a printer. And should there be a problem with one device another was close by.

The firm wanted to maintain control of the print environment. Digicorp recommended a blend of different software. Equitrac was deployed providing centralised usage reporting and management capability. The performance of each device, from the use and cost of all consumables, to individual staff print volumes, can be monitored to allow departmental charging. Administrators can also set policies like default duplex and mono printing to ensure staff are printing responsibly and reducing waste.

The Equitrac Follow-Me print solution also gave the law firm greater document security. The software enables users to print to any device regardless of location, using authentication cards. The principal advantage of this system is that documents can only be released from a print queue while the user is standing at the device, therefore keeping documents confidential. In turn, this helped reduce the amount of waste. Any documents not released from the print queue autodeletes overnight.

Digicorp also implemented a SafeCom mobile print solution. Staff can email documents to print directly from their company device, which automatically enters their Follow-Me print queue.

An Autostore scanning solution has also given the firm the ability to scan documents into automated workflows, with the option to send directly to an email address or a specific file location. The software also provides users with a single simple to use interface. Every printer in the building has the same display screen making the user experience streamlined.

As part of Digicorp's ongoing management solution, an onsite engineer was placed on premises. Reporting into the IT Director, the firm now has a dedicated resource for maintaining all devices eliminating any print and scan issues.

Outcome

1   99% device uptime

2   23.2% annual cost savings within the first year

3   20% reduction in wastage

4   Proactive account management with monthly reviews

5   Reduced IT overhead and business resources

6   Excellent service provided by Digicorp onsite engineer

The installation of new print technology made the most significant change to the law firm. As well as the upfront savings made by consolidating the print fleet, a further 23.3% annual cost saving was realised due to reduced waste and an optimised print environment with minimum downtime. And with fewer machines to maintain the time and cost of resource significantly decreased.

In the legal sector keeping documents confidential is vital. By implementing a Follow-Me print solution, documents are released only when the employee is at the printer, thereby decreasing the risk of data breaches caused by other staff members picking up the wrong printouts. Also, the law firm has seen a decrease in the amount of wasted paper left in output trays.

It was important to the law firm to treat the solution as a managed service. Digicorp's account managers, technicians and engineers continue to provide ongoing advice on the latest technology to enter the market and the best system recommendations. Digicorp's team also ensured that all staff members were trained and felt confident using the new technology.

Overall the managed print solution provided uniformity, transparency and reduced cost of ownership.

MILL STREET
SE 1

About Digicorp:

Digicorp is an independent provider of business technology and solutions. With expertise in print, document management, collaboration technology, communication systems and IT services, we work closely with our clients to understand the challenges they face and their vision for the future. As an independent company with industry-leading partnerships, we can develop bespoke solutions for clients that add value and inspires positive change.

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