



An Award-Winning
Law Firm

Digicorp 

“Digicorp has been a trusted supplier for over three years. In that time, they have implemented a bespoke hardware and software solution enabling us to achieve substantial cost savings and reduce the amount of waste year on year.”

Challenges

- 1 Demand for high-quality, high-volume legal documents
- 2 Print facilities inefficient and difficult to manage
- 3 Need for improved security policy relating to printed documents
- 4 No control or visibility over print usage

Our client is an award-winning, full-service law firm headquartered in London. It advises companies in the UK and internationally across a range of corporate and commercial matters. Their head office typically has very high print volumes with consultants and partners printing a variety of documented information needed for legal processes, which can include papers for court proceedings, documentation for litigation and regulatory and government affairs.

The firm's existing print equipment was reaching the end of its life, and new, more advanced technology was coming into the market. The company needed to upgrade its print function to provide a more efficient, cost-effective service.

The law firm conducted a vigorous tender process using an external consultancy to find the best solution, before deciding to partner with Digicorp. While the solution proposed did not promise to be the cheapest on the market, the client felt that it was the best value, offering greater visibility, reduced costs, lower waste, improved productivity and built-in security.

Solution

- 1 Replaced old equipment with the latest Canon MFDs and HP printers
- 2 Implemented an integrated print and scan service
- 3 Cloud fax solution
- 4 Deployed Managed Print Services – Follow-Me printing and usage reporting.
- 5 Mobile Print capability

A thorough Print Audit was carried out. Digicorp's experts conducted a physical survey including a full floor walk, which considers the location of each printer, the usage and cost of every device and spend on consumables and power.

Having explored several technology and software options, Digicorp recommended a bespoke solution. Old, underutilised devices were replaced with the latest Canon MFDs (Multi-Functional Devices) offering integrated print, scan and copy functions and a streamlined user interface. A fleet of local HP printers was also located in specified areas supporting the standard day-to-day print and document needs of lawyers, legal secretaries and support staff.

The new MFDs enabled a faster flow of information for the law firm. Documents captured via the scanning function can now be automatically pushed into operational workflows. Advanced scanning including Optical Character Recognition (OCR) capabilities also enables users to convert paper-based documents into secure PDFs which are searchable and Microsoft Office documents which are editable.

As well as providing print technology Digicorp implemented uniFLOW print management software which includes features such as Follow-Me print which enables print jobs to find users based on their physical location. Documents can be retrieved from any device in the office using an authentication code or swipe card, reducing the risk of security breaches and producing less waste. Another feature is usage reporting. With greater visibility and control over their print fleet, the law firm was able to reduce costs and increase productivity.

Making best use of the uniFLOW solution, Digicorp integrated an XMedius Hosted Fax solution onto all devices. Outbound faxes sent from the MFDs, automatically send a fax confirmation to the user email address. And inbound faxes are received by the XMedius software and sent directly to the appropriate department.

Also, uniFLOW incorporates mobile printing capabilities, allowing their customers to print directly from their mobile devices.

Outcome

- 1 99% device uptime
- 2 25% cost savings
- 3 70%-time savings within the IT department
- 4 Reduction in wastage
- 5 Improved document output with high-quality legal documents
- 6 Proactive account management and monthly reviews
- 7 PDF and Microsoft Office creation without additional software

The service innovation and unique partnership with Digicorp enabled the law firm to transform its print infrastructure. The new print equipment is reliable, supports fast output and uses the latest print technology so that all documents are of the highest quality.

Digicorp provides ongoing training, preventive maintenance and support ensuring maximum efficiency and minimum downtime.

Overall the managed print services delivered by Digicorp offers significant savings, but more importantly have enabled the client to improve operations, efficiency and productivity.



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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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