



## Managed Print Case Study

# Conclusive evidence that print costs can be saved

**One of West Yorkshire's leading solicitors felt it was time to save themselves, and, ultimately, their clients, money. One of the areas they looked at was how much they were spending on print costs.**

The company's IT Supervisor has been co-ordinating the firm's administrative operations for 16 years, ensuring the firm is using the most cost-effective and productive standardised systems.

One of the areas, vital to ensuring customer service, is the way in which legal documents are produced in terms of quality and speed.

For instance, in matrimonial matters there is a standard "Form E" which, at its smallest, is twenty seven pages long and may have many exhibits attached. This document, a statement setting out the client's financial and personal details, and which, potentially, covers a five year period, is an invaluable tool to negotiating any financial settlement. The exhibits, attached, are likely to include property particulars reflecting the client's housing needs. All of these details and images have to be printed out, with all documents attached, and supplied to the courts.

"This form is so important to get right and produced on time", explained the IT Supervisor. 'Up until about two months ago we were taking the photos of the comparable housing to a reprographics company to be copied, which meant someone had to drop the originals off, collect them and pay for them, which was time-consuming and costly.'

'We did have an assortment of inkjet desktop printers, maintained by our IT Manager, but these were slow, not connected to the network and were costing us a lot of money, every month, as we were getting through a lot of ink, which was also taking up a lot of room in our small stationery cupboard.'

The IT Supervisor was introduced to the directors of local office solutions provider of Olivetti business solutions, who carried out an intensive audit to see how much it was truly costing the firm and to recommend a solution to help bring the costs down and streamline the operation.

The aim was to supply a like-for-like solution to the law firm so as not to bring disruption to their system. A print audit was carried out, using existing print figures, which were, in this case, very accurate as the IT Supervisor had an excellent handle on exactly how much everything was costing.

The Olivetti supplier was able to present a solution that enabled all the print work to be brought in-house and enable all the equipment to be standardised and maintained, including consumables, for less than the current monthly costs, and with no initial outlay.

The law firm now has a suite of 19 Olivetti PGL 2040 black and white desktop laser printers, and 2 Olivetti d-Color P2026 models. One black and white printer is shared between two members of the team, with a drawer set up for plain paper and one for headed paper, and there is also one based on the working reception desk. A colour printer for printing out the property images, which are now downloaded from estate agents' websites, is based in the office and the IT Supervisor has a colour printer, for her role as overall supervisor.

She explained why a multi-functional system would not suit the firm; "We didn't want to go down the route of one large multi-functional machine, as jobs would have to take their place in a queue and it would mean that staff would not be able to work as independently as they can on their own machine."

The local Olivetti dealer installed the printers, on a rolling basis; replacing one machine at a time, so the system was not disrupted, and all the old inkjet machines have been re-cycled or re-housed, so there are no environmental issues.

The fixed monthly cost includes all the installation, toner, leasing and parts and all the printers are now fully networked, so everyone can print to other machines, at the touch of button, if any issues arise. Service calls have been guaranteed within 3 hours to either fix machines or swap them with another that they always keep in stock.

"This is such a good thing for us", concluded the Solicitor's IT Supervisor. 'I've been telling anyone, that will listen, how much this has improved our systems and our business. I've been able to standardise everything, the print quality is excellent and there was no training required, as the machines are so intuitive. What is more we are now saving a staggering £220 a month – and that's wonderful for us and for our clients'."

