

MPS Case Study | Legal Industry

Reduced Calls to IT and Related Costs



Pro-Active Print Management Results in 83% Reduction in IT Service Calls



MPS Client

A prominent "Top 10" Canadian Law Firm with a Toronto head office and four branch offices in major cities across Canada, as well as an office in a major U.S. city.

MPS Business Challenge

The firm was managing 4 separate suppliers for their printing and imaging needs - distributed print fleet, high-speed walk-up copiers, cost recovery, and scanning workflow solution.

The IT services and administration teams spent countless hours dealing with multiple vendors and managing print equipment downtime.

In addition, the IT management team's time was consumed by meetings with multiple vendors to attempt to rectify print downtime, support and equipment issues affecting multiple office locations. Multiple vendors meant finger-pointing with each vendor blaming issues on one another. This meant significant time wasted with no resolution, leaving print users extremely frustrated and efficiency compromised.

Any equipment downtime is a serious issue as legal professionals work toward client deadlines that are carved in stone. So, this was a crucial issue that needed to be resolved.



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MPS Solution and Execution

The "Top Ten" Canadian Law Firm engaged SmartPrint and asked their experts to:

- 1) Reduce strain on the IT department
- 2) Reduce equipment downtime
- 3) Reduce order complexity and related administration costs of supporting the print environment

The firm's #1 strategic initiative was to improve overall print user experience and productivity.

The SmartPrint [legal industry MPS expert](#) leading the project was tasked with developing a plan and leading the team to meet these departmental and organizational objectives. In order to achieve these objectives, the SmartPrint project team would first have to understand each office's and department's individual requirements for printing and imaging, and user workflows.

The SmartPrint team recommended and implemented the following:

- [Vendor consolidation](#) – reduced from 4 vendors to 1 to eliminate finger-pointing and wasted IT management time.
- Switched from problematic remanufactured supply (toner cartridges) to OEM without increasing monthly budget.
- Streamlined the management of the print environment by moving from more than 15 different print supplies to only 2 for all print devices in the firm.
- Updated and simplified the print infrastructure of over 500 print devices – from devices averaging more than 15 years old to an updated, standardized fleet of devices across all locations.
- Supported user efficiency gains by implementing scanning workflow with one-touch scan that compresses the file, creates a text searchable PDF and routes the document to the user's folder in the document management system.
- Enabled the use of cost recovery applications for all MFP devices across the firm.



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MPS Outcome and Results

The law firm was ecstatic with the outcome of the MPS solution.

SmartPrint completely simplified the process to support their whole printing and imaging environment with one number to call and one vendor to take complete responsibility for the print environment.

Pro-active management of printing and imaging equipment service and support through SmartPrint's remote monitoring system resulted in drastically reduced downtime and dramatically improved print environment reliability and user experience.

A well-planned and executed print hardware upgrade resulted in a massive reduction in the IT service calls.

This has been a significant win for the firm's executive team, given that increased user productivity was the number one strategic initiative. With the dramatic reduction in downtime and pro-active management the average equipment uptime is consistently running at above 99% with a scanning solution that has tracked 100% uptime since implemented.

Key benefits of the managed print services solution include:

- ✓ 83% reduction in IT service calls
- ✓ More than 99% uptime of print equipment
- ✓ 100% uptime of newly implemented scanning solution
- ✓ Increased user experience and productivity
- ✓ Reduced wasted time by IT and administrative teams on managing multiple print and imaging vendors
- ✓ No more finger-pointing amongst print vendors

[To find out more about how managed print services can help your legal firm, download The Essential Guide to Managed Print Services.](#)

