

London law firm enhance their service provision with DMC's e-maintenance solutions



Document Production

The client is a medium sized law firm based in London, established for over 250 years. They provide legal services to private clients and to UK and international companies and financial institutions. They were concerned about the length of time it took for the company responsible for maintaining their Canon colour copiers to supply parts to rectify faults. To enable the organisation to operate as smoothly and efficiently as possible the Firm was looking to adopt an automated comprehensive service alert system, and move to a more reliable service provider.

The Challenge

The Firm was experiencing difficulties with their current service provider concerning the maintenance of their Canon colour copiers. It is vital to the Firm that machines work and that faults are resolved with a minimum of disruption. They therefore wanted a solution whereby service can be delivered pro-actively, pre-empting faults before they become a problem for the printing, copying and scanning facilities.

The Firm chose DMC due to its experience with the Service Department in the recent past. After purchasing two colour machines and the associated service contract for them from DMC, they were impressed with the ability of DMC to quickly and efficiently resolve any faults they were experiencing with these machines.

DMC work extensively within the legal sector providing bespoke solutions to legal firms. This gives them a unique understanding of their specific needs and requirements. The excellent relationship DMC hold with the equipment manufacturer, Canon, was also an important factor.

Business Objectives

The client and DMC outlined the following objectives:

- The Firm needs reliable printing, copying and scanning facilities. Due to the nature of the legal market they need to produce a large amount of documentation, and therefore require their equipment and their service provider to be dependable.

Business Objectives continued

- Service provision must be pro-active. Faults have to be identified before they become disruptive, and if possible the Firm's employees are to have the capability to resolve these faults themselves.
- Integration with existing systems and processes. Including compliance with the IT and security policy of the Firm.

The DMC Experience

The Director of Administration was impressed with both the cost and reliability of DMC as a service provider. "Reliability of our copiers was the over-riding concern for us, however we needed this to be matched by a cost effective solution to copier maintenance.

Since DMC has implemented the e-maintenance system we have experienced a smooth and efficient service. We are ensured first-class service from DMC and the pre-emptive nature of the e-maintenance system has allowed us to operate to our full capabilities."

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User Verdict

"We made the decision to move to DMC to improve reliability, and they have exceeded our expectations of customer service. They understood the requirements of our organisation and together we came up with a suitable solution. This e-maintenance solution has enabled us to work without fear of machine breakdown and given us confidence that DMC can and will deal with all faults. In short they provide a cost-effective and reliable service. This is the way service provision should work."

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e-maintenance solution

Results

Since switching service provider to DMC, the Firm is now confident that when faults occur they are resolved with a minimum of disruption to the normal operations of the firm.

DMC's e-maintenance solution sits on the system monitoring the status of equipment. If a fault occurs, DMC's Service Department are automatically alerted with a relevant error code. From this error code they can identify the problem and the parts needed to fix it. The DMC Engineer then visits the Firm equipped with the knowledge and the ability to get the machine working again. This swift response time has greatly improved the time machines are out of action.

E-maintenance has dramatically reduced the time that the Firm spend themselves attempting to resolve faults. The automated nature of the system and the little manual control this involves from the Firm has resulted in pre-emptive action by DMC to ensure faults do not become problems.

DMC now has the principal responsibility of service provision and the e-maintenance system has allowed the Firm to increase their efficiency by pro-actively solving faults.

The Future

The project has been successful, reducing response times and improving service provision. DMC encourages feedback to enhance the system and a Company Director has been in contact with a representative of the Firm to ensure e-maintenance works as expected and to explore possible ways it can be improved.

The Firm expects to use DMC in the future, particularly for colour machines and the associated service provision



About DMC

DMC plc was established in 1991 to provide world-class business machines to an educated and discerning UK corporate market. Business has grown year-on-year to a current turnover in excess of £12 million. DMC prides itself on a highly focused customer-centric approach, listening and reacting to customer feedback and learning from this to find ways of improving every aspect of what they do. The Company has made a conscious decision to stand out from the competition through differentiation. Positive customer feedback is a testament to the achievement of this objective.

User Verdict

"We have been impressed with the level of service. The system anticipates problems and as such we have on occasion had a DMC Engineer visit our premises to carry out maintenance on a machine unprompted. They are aware of faults before we are, meaning they arrive with the necessary parts to fix them and do so swiftly with little fuss. This has aided our ability to keep working regardless of any problems."

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