

DMC - Providing a major solicitors in the North-West with cost effective document production



Document Production

Based in the North-West of England this law Firm has a wide range of specialisms that can be tailored to the needs of clients whether they need complex technical support or more straightforward legal advice.

The Firm's partners provide the foundation of skills and experience expected of an established practice with a reputation for professionalism and integrity. Likewise, their solicitors and support staff are selected and trained to reflect the standards required in a firm recognised in the legal community for its high level of expertise.

The Firm's range of clients spans large and small businesses, partnerships, charities, churches, families and individuals, including a large number for whom the firm has acted for many years.

Catalyst for Change

Initially, the law Firm needed an upgrade to a photocopier. DMC having been recommended to them were invited to provide a quotation for providing the new equipment.

From the outset, rather than simply selling them a new machine, they made it clear that their first priority was to understand the business and to assess the needs of that business.

They advised them to take a step back and look jointly at the bigger picture. "DMC took a lot of time assessing what our needs were," says the Practice Director. "They took a broader view helping us assess our complete needs and were able to help us with more modern equipment, with no increase in costs. DMC made the whole thing hassle-free."

The Firm was very receptive to what DMC proposed, following the joint appraisal of their business needs and print requirements. After completing a full evaluation of document production, with particular emphasis on its efficiency, DMC were able to make a number of recommendations on areas for potential savings which the Firm was happy to accept.

No-brainer

The introduction to DMC was fully justified; they certainly lived up to the recommendation. "A large part of why we chose DMC was because they were not interested in a quick sale, preferring to spend time getting acquainted with our overall needs and build up a relationship based on a real knowledge of our business and its needs.



In addition, DMC provided good service and maintenance." Their sales and service had exactly the right attitude and approach. "They sold us what we needed, not just what they wanted to sell us, and they didn't just sell us the biggest and most expensive," continues the Practice Director. "They sold us what was right for our operational needs."

Next move

The law Firm has the potential to do more and extend their usage to achieve greater efficiencies. They are now ready to take the next step because the equipment DMC supplied has greater potential for a wider range of uses and DMC are going to help them with that.

User Verdict

"DMC did exactly what they said they would do. They were very professional, not at all pushy, and they didn't try to do a hard sell. On top of which everything went exactly according to plan - appointments were made, and they came when they said they would. They were very good. They responded to us quickly and provided excellent back-up and support."

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