

National solicitors gain scanning and printing document efficiency thanks to DMC



Scan to Case Management

This major law Firm, which has more than 200 years of history as solicitors, has recently expanded to service the growing commercial needs of modern business. With over 250 lawyers, they are one of the top 60 legal firms in the UK and cover all legal matters from the largest multinational companies through to more modest owner-managed businesses. It also has an expanding private client business that can handle personal financial affairs.

The Challenge

One of the Firm's key operational headaches – typical of every law firm – lay in the vast quantities of documents it needed scanning.

The company's reprographics department was continually bombarded with requests for scanning, and putting photocopiers on the network to provide back-up for printers was proving problematic.

Taking the Strain

To tackle the situation, DMC was brought in to install integration of document management, cost recovery, scanning into iManage document management system, OCR and eCopy.

Having conducted an exhaustive study of the Firm's needs, which included an assessment of all businesses areas, measuring volumes, and identifying zones of high impact, DMC recommended a model-per-area solution aimed at reducing the strain on overworked stations.

Farewell to Outsourcing

Since then, the Firm's productivity has improved dramatically, while the company has also enjoyed cost savings.

Since users can now scan smaller documents themselves locally, the pressure on the reprographics department has been reduced by 35%, meaning it can concentrate on larger documents and no longer needs to outsource scanning jobs.

The DMC Experience

"DMC were competitively priced and showed very good expertise, knowledge and service," says the IT Manager. "DMC fully understood our requirements and delivered exactly what we needed them to deliver, working with us every step of the way. What really impressed me about them was their willingness to get to grips with our business challenges, how we work, and to manage expectations. They were incredibly helpful."

Part of the Team

The IT Manager also praises the technical support provided by DMC. "The engineers are very knowledgeable and always do the job properly. One device had a problem with the mailbox scan function and the engineer stayed on site until the issue was resolved. I was also impressed that he took the time to call the following day to ask how it was going. The engineers are like an extension of our own IT team."

Final verdict

The Firm, says the IT Manager, is committed to ensuring they are "delivering first-class service to clients – not just legal advice but also providing technology to legal." She concludes: "DMC worked with us on that vision and helped make it a reality."



User Verdict

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