

CASE STUDY

THOMPSON SMITH AND PUXON



BUSINESS CONTINUITY

When TSP was planning its move from North Hill to the prestigious new premises on the old Colchester Garrison one priority was placed above all others: impeccable client service must be maintained.

As TSP's printer, copier and multifunction printer (MFP) supplier, Copy IT was included in the planning to make sure that the documentation that

supported ongoing proceedings would be available on demand and that TSP's service to its clients would not be affected.

MIGRATING AND ENHANCING

Working with Sean Stuttaford, TSP's Chief Operating Officer, Copy IT developed a migration plan that moved one of the firm's existing MFPs to the new premises and introduced three new units. At the same time, several desktop printers were retired and their workload shifted to the more efficient and economical MFPs.

“ Copy IT's service has always been exemplary. By handling all the specialist tasks to do with our printers and copiers they kept our work flowing and left us free to concentrate on our IT systems.”

Sean Stuttaford
Chief Operating Officer

TSP FACTFILE

Established in 1879, Thomson Smith and Puxon has grown to be one of the leading law firms in Essex. With offices in Colchester and Clacton, it offers a range of legal advice to business and individual clients. The firm combines local and regional knowledge with City firm experience.

LOCATION

Colchester and Clacton

BUSINESS SECTOR

Legal

SIZE

70 staff

CHALLENGES

Ensuring business continuity during an office relocation

Enhancing business efficiency

Reducing costs

A BALANCED DEPLOYMENT

Although MFPs are economical, the firm had good reasons for retaining some of its desktop printers. Senior staff often have to produce confidential correspondence for clients; it is more convenient for these to be produced on the personal printers the firm already owns.

THE IMPORTANCE OF PLANNING

Copy IT's Jerry Andrews says "good planning meant that the whole move happened within the tight deadline set by TSP: the new equipment was installed in advance with existing kit moved over the weekend, so come the following Monday morning everything was in place."

MAINTAINING CONSISTENCY AND FAMILIARITY

Staff were able to understand their new equipment instantly because Copy IT recommended the same brand of equipment they already used, thus maintaining the high productivity that had been so consistent for the previous 6 years.

In keeping with the other benefits the move has brought to TSP, the equipment supplied by Copy IT is both flexible and responsive.

ABOUT COPY IT DIGITAL SOLUTIONS LTD

Copy IT is the largest and longest-established independent document systems dealership in East Anglia with offices in Norwich, Cambridge and Ipswich. Our staff are highly experienced, many have been serving the needs of our customers for more than 30 years.

The core value of Copy IT is a desire to make sure that you, our customer, receives the best deal available: a reliable machine printing and copying documents as cost-effectively as possible, making the best use of available technologies.

FOR MORE INFORMATION

PHONE

Norwich: 01603 480555
Cambridge: 01954 211185
Ipswich: 01473 272567

EMAIL

info@copyitdigital.co.uk

WEB

www.copyitdigital.co.uk

POST (NORWICH HQ)

110 Hellesdon Park Road
Norwich
Norfolk
NR6 5DR