

CASE STUDY

LEATHES PRIOR

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SOLICITORS



CONVENIENCE AND COMPATIBILITY

A law firm with over 50 staff would appear to be perfectly suited to a small fleet of advanced MFDs. Leathes Prior is different. It is fortunate enough to be housed in two historic buildings in the centre of Norwich but such locations come at a cost. With very little open plan office space there are few obvious homes for devices as large as a shared MFD.

In consultation with Aidan Tidnam, Leathes Prior's Facilities Manager, Copy IT developed a deployment strategy with building compatibility and staff convenience at its heart.

Aidan says "One of the things we liked about Copy IT was that they didn't force us down the "MFDs or nothing" route; they worked around our circumstances."

The result was a balanced deployment of just 7 Ricoh MFDs and three times as many printers. Floorspace is so restricted that the printers are all desktop models; floor-standing units were not suitable.

LEATHES PRIOR FACTFILE

Established in 1876, Leathes Prior offers a range of commercial and private legal services such as conveyancing, probate, litigation, business recovery and employment.

It currently consists of 13 partners, 5 associates and over 50 staff operating from two offices in Norwich.

LOCATION

Norwich

BUSINESS SECTOR

Legal

SIZE

80 staff

CHALLENGES

Deploying efficient and economical print systems in historic buildings

Relieving the IT department of most print support tasks

" One of the things we liked about Copy IT was that they didn't force us down the "MFDs or nothing" route; they worked around our circumstances. "

Aidan Tidnam
Facilities Manager, Leathes Prior

TOTAL SERVICE

By assuming responsibility for all MFDs and printers, Copy IT removed a major headache from the IT department. It had been supporting MFDs from different suppliers plus HP printers that were outside any support or service agreement.

This left staff with no external point of service so, whenever there was an issue with printers, they turned to an obvious source for redress: the IT department.

By delivering a fully-managed service, Copy IT has taken this workload away from the IT department and given it the time it needs to focus on more strategic tasks. Mundane tasks - such as ordering replacement toner – are handled automatically. Toner often arrives from Copy IT before staff even know they need it.

A welcome side-effect of the transition to Copy IT is that all print-copy devices are now covered by a single source. If there is an issue, its resolution is one phone call away.

REDUCING FUTURE PRINT COSTS

An Equitrac installation is under consideration. Although law firms often use such systems to bill print costs to clients, Leathes Prior has different goals. Equitrac's print policies would enforce efficient printing behaviour, driving down costs and resource consumption. Accurate usage reporting would also allow costs to be allocated internally instead of being shared as a company overhead which, the firm is aware, may not be the most equitable way to treat different departments and clients.

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.

“ Printer issues used to eat an incredible amount of our time. We just wanted somebody else to handle it. ”

Aidan Tidnam
Facilities Manager, Leathes Prior

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