



Legal

Equipment and Technology



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Challenge

A major Law Firm based in downtown Toronto and specializing in family law was using multiple service providers for their onsite print equipment and their scanning and shredding requirements. The firm needed a single source service provider, who could offer a comprehensive solution for their scanning, copying, and printing requirements. The firm also needed a user-friendly and reliable software solution to link their IT infrastructure to a secure, user-focused print network that was capable of organizing print jobs into designated mailboxes, and of tracking and billing the print materials of each case and client.

Solution

Grenville worked with the firm to determine precisely what their print and scanning requirements were, and then recommended a solution that included equipment, software, and service that streamlined the firm's workflow. By removing three older machines, which the firm owned outright and had to continuously maintain, and by replacing the older equipment with two new integrated machines, a Smart Office network, and an offsite service solution, Grenville was able to save the firm both time and money. The equipment upgrade and the installation of an intuitive software solution that tethered the printing and scanning of each user to their mailbox, and enabled the tracking and billing of each job met and exceeded demands and accelerated the client's workflow.

Results

The firm found that their overall print output was reduced by Grenville's streamlining of their office network, which found efficiencies and eradicated wasteful and redundant printing. The firm was pleased with Grenville's leasing and service option, which allowed them to outsource the maintenance, supply, and logistics of their onsite equipment, instead of having to purchase and carry the equipment themselves. Grenville ensured that the print network was configured to align with office workflows, and that technicians were available for same-day service calls in the event of a work-stoppage. The reliable service coupled with a faster and more efficient network drastically reduced the printing expenditure on the firm's office administration budget, and freed up their time to focus more on their practice.