

solicitors  
**hgw**


## Case study

HGW Solicitors provides a wide range of legal services and expert advice from offices in Broadstone, Christchurch, Verwood and Wimborne.

### THE CHALLENGE

Managing Partner Nicola Lowe and Practice & Compliance Manager Jo Perret (pictured above) were looking for a print management supplier that could provide the latest technology to modernise HGW Solicitors' print infrastructure and help control costs.

The team also wanted to heighten security, ensure full GDPR compliance and eliminate any risk of sensitive documents being left on printers.

A photograph of three people in business attire. A woman in the center is smiling and looking at a document held by a man on the left. Another man is partially visible on the right, also looking at the document. The background shows a modern office interior with large columns.

“We have been impressed with the level of knowledge and customer service the team has shown from the very beginning of the project. SOS Systems took the time to understand our business needs and have delivered exactly what we required.”

## THE SOLUTION

SOS Systems upgraded the printer fleet across all four of HGW solicitors' offices across Dorset, installing Canon imageRUNNER ADVANCE Generation 3 devices. In addition, the team is rolling-out sophisticated print management software which provides a comprehensive audit trail of all documents, as well as full understanding of print costs.

The new system also requires staff to present a personal card at the machine to release print runs, eliminating errors and removing any risk of sensitive documents being left on printers. Through a combination of proactive site visits and remote monitoring, SOS Systems can now ensure a continuous service for HGW Solicitors, minimising machine downtime. In case of any issues, staff can contact engineers directly, meaning unforeseen problems can be quickly assessed and remedied.

## THE RESULT

Since SOS Systems introduced the new infrastructure, print costs have significantly

reduced, security has been heightened and time has been saved due to uninterrupted service.

Jo Perrett, Practice & Compliance Manager, said: "Print is a central part of our business and we were keen to work with a supplier who could move us forward with the latest technology, as by doing so it means we can offer the best possible service to our clients. We feel that the input and support from SOS Systems has proved invaluable in achieving this.

"We have been impressed with the level of knowledge and customer service the team has shown from the very beginning of the project. SOS Systems took the time to understand our business needs, and have delivered exactly what we required. Our account manager has stayed in contact to ensure that our systems continue to run smoothly."

She added: "The professionalism that each and every member of the team has shown is to be commended. It's refreshing to work with a supplier that shares our ethos for exceptional customer service."



**REDUCED  
COSTS**



**INCREASED  
SECURITY**



**SERVICE  
EXCELLENCE**



Established in 1985, SOS Systems is a leading provider of print and document management solutions. ISO9001 2000 accredited, we are one of a select few Canon Platinum Partners in the UK. We help customers nationwide achieve their compliance obligations and digital transformation objectives through a portfolio of innovative software and services. From secure print management to e-Signature and Accounts Payable solutions, everything is backed by our Prince2 certified professional services team.

### **INNOVATION | TECHNOLOGY | SERVICE**

01293 562525 [info@sosystems.co.uk](mailto:info@sosystems.co.uk) [www.sosystems.co.uk](http://www.sosystems.co.uk)  
SOS Systems Ltd. 5-6 Merlin Centre, County Oak Way, Crawley, West Sussex RH11 7XA