

**th** trowers & hamlins

# Case study

## THE CHALLENGE

Trowers & Hamlins is an internationally renowned legal firm, with 800 staff in the UK based in London, Birmingham, Manchester and Exeter.

The business relies heavily on printing and scanning documents, and any machine downtime can risk project deadlines and significantly reduce productivity.

After experiencing consistent machine breakdowns which would leave printers out of action for long periods, and delays which would mean the installation of new software could take months, the team tendered for a new supplier.

Infrastructure analyst James Chandler, who is based in Bunhill Row, London, said: "Having an efficient and reliable print infrastructure is essential to law firms as our work relies heavily on printing and scanning documents.

"In the past, print suppliers have caused a great deal of frustration for our IT helpdesk. There had been missed maintenance visits, issues getting hold of parts and delays in software being installed. Our printers could be out of action for long periods of time."

"Everyone at SOS Systems knows the technology inside out and our business is all the better for working with them."

BOB GREENWOOD, IT MANAGER AT TROWERS & HAMLINS

## THE SOLUTION

After winning a competitive tender, SOS Systems installed 46 Canon devices across Trowers & Hamblins' UK offices, including some with embedded scanning devices, and incorporated sophisticated software that has made assigning the cost of printing and scanning a very simple process.

Through remote monitoring and regular site visits, technicians anticipate the majority of issues and take action, and as SOS Systems is one of only a handful of Canon Platinum Partners, the team can quickly source parts and additional equipment when required.

## THE RESULT

James said: "Since working with SOS Systems the situation has been completely turned around. The machines we have are completely reliable, their maintenance work is proactive rather than reactive, and their recommendations for printers and scanners have significantly reduced queuing time for printers and scanners in our offices which make a real difference to our people.

"Any upgrades or installations are completed quickly and with minimal disruption, and they also provide training for our staff which is an added bonus."

He added: "I have been working with print suppliers for just over a decade and SOS Systems are by far the easiest to deal with. The personal level of service and the commitment they show is quite difficult to find elsewhere."

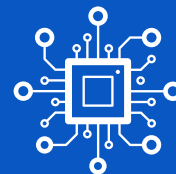
IT Manager Bob Greenwood said: "Everyone at SOS Systems knows the technology inside out and they recommend the machines they think we should be running. They have always got that entirely right and our business is all the better for working with them."



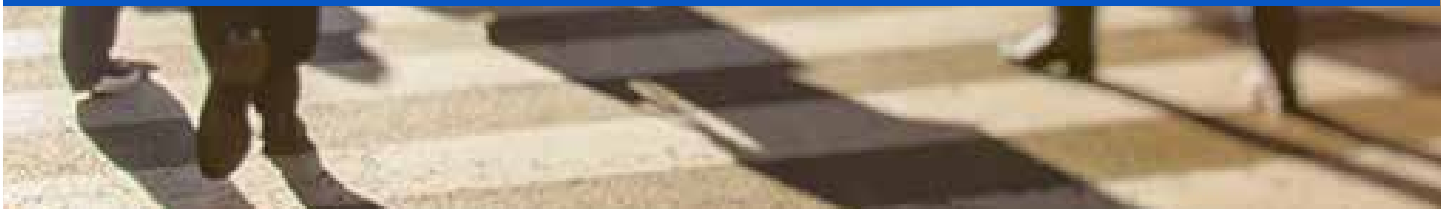
**SERVICE**  
EXCELLENCE



**GDPR**  
COMPLIANCE



**DIGITAL**  
TRANSFORMATION



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