

London Legal

Case study

THE CHALLENGE

London Legal is a 24/7 operation that requires reliable and robust equipment that can routinely handle large print volumes – up to 1.7 million documents each month. It also needs high-security software because of the sensitive nature of the documents, and hardware that could handle a rise in demand for colour printing.

The team wanted to maximise efficiency and print revenues by working with a sole supplier and was keen to reduce times needed for checking print runs.

Director Graham Wilson said: “We work with some of the top law firms in London and have clients worldwide, so we need fast and reliable printing and scanning systems that can handle our heavy demand, 24 hours a day, seven days a week.

“In the past, we have experienced a certain amount of machine downtime just through overuse and because the old equipment wasn’t as reliable, and that has a knock-on effect in terms of costs and project lead times. For example, a job which took five to ten hours to run, might have needed to be checked over for another five hours.”

“They always work their magic and the extra product knowledge and extra level of support really allows us to maximise efficiency and minimise costs.”

GRAHAM WILSON, DIRECTOR AT LONDON LEGAL

THE SOLUTION

After carrying out a full assessment of London Legal's printing and scanning requirements, SOS Systems recommended London Legal install five powerful Canon imagePRESS machines, as well as a fleet of 16 production print devices.

Graham said: "Now we have the new Canon imagePRESS equipment, it's much more robust and reliable, and the checking process is extremely efficient."

THE RESULT

Since working with SOS Systems, London Legal has gained complete confidence in the reliability and performance of its printing and scanning equipment – and the time taken to check major projects has more than halved.

In addition, the team is consistently printing colour runs on 75gsm paper instead of 100gsm which the older machines needed to achieve the same quality – saving even more money.

The business also benefits from having an SOS Systems engineer on site from 7am every weekday

who works proactively to solve issues before they affect production, and who is on hand to fix any other issues should they arise.

Graham said: "We feel very lucky to have SOS Systems as they really look after us. Whatever we need, they always work their magic and the extra product knowledge and extra level of support we receive from them really allows us to maximise efficiency and minimise costs.

"Their excellent product knowledge and attention to detail has allowed us to manage the high demand on our printing and scanning services much better, and the team's proactive support network means machine downtime has been cut dramatically."

Remote monitoring also means that staff can contact an engineer directly, ensuring any problems are quickly fixed, significantly reducing the impact of machine downtime.

He added: "The excellent relationship they have with Canon also means they can offer us the best deals in the market on hardware."



**SAVED
TIME**



**INCREASED
PRODUCTIVITY**



**REDUCED
COSTS**



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.

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01293 562525 info@sosystems.co.uk www.sosystems.co.uk
SOS Systems Ltd. 5-6 Merlin Centre, County Oak Way, Crawley, West Sussex RH11 7XA