

TOP
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New York-based Firm Leverages Technology & Equipment to Improve Workflow, Saves \$1.4 Million Over 5 Years

Opportunity: This Am Law 200 firm with over 300 attorneys based in New York City, was looking to implement changes in production workflow to maximize efficiencies and reduce consumption and reliance on paper.

With the expiration of its current Xerox Multi-Function Device (MFD) fleet pending, office renovations underway in New York, Miami and Washington DC as well as plans to replace a mono-function printer fleet with a shared, multi-function replacement fleet, the Firm's operations and IT teams were seeking a comprehensive solution to meet the current and future needs of the Firm.

Solution: Firm leadership hired Mattern for assistance in the analysis and procurement of output devices and corresponding workflow technologies that would meet the firm's goals. Working with their personnel, Mattern conducted on-site assessments, developed and managed a customized Request for Proposal (RFP) process that included multiple options all designed to meet the client's desired outcomes. Mattern also oversaw on-site and offsite equipment demos.

Results: After the conclusion of a lengthy review of equipment and software solutions, the Firm decided to implement Canon MFD's in conjunction with uniFLOW workflow software.

Subsequently, Mattern negotiated an extremely competitive contract for the Firm's MFD's, Printer Fleet Management Services for firm-owned multi-function printers and associated workflow software for input and output that addressed the overall strategic needs as outlined by the firm.

This solution met the firm's objectives and provided:

- A consistent end-user experience across the entire fleet of devices for both print and scan
- "Follow-me," secure printing at all output devices on the Firm's network – allowing end-users to obtain their print request at any device firm-wide
- Key card authentication at all devices
- Multiple scanning options including scan-to-desktop, scan-to-email, scan-to-facsimile and scan-to-document management system (DMS)

The new agreement included:

- Flexibility for the deletion or upgrade/downgrade of 20% of all devices and accessories
- Established, penalty-based performance standards for service response times and equipment up-time

This new agreement helped the firm achieve a total savings of 36% per year on the MFD and printer maintenance fleet – or \$1.4 million over the five-year contract while providing a more efficient, streamlined workflow solution.

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