

Mattern Assists Waller Lansden Dortch & Davis LLP Achieves 49% Savings by Improving MFD Output Efficiencies

Opportunity: Waller Lansden Dortch & Davis LLP, an NLJ 500 firm headquartered in Nashville, was looking to upgrade its 189 printers in the most cost-effective way possible considering current obligations while also aligning any new configuration with the firm's in-place multi-functional device (MFD) fleet. Since the majority (65%) of the firm's output is printer-based, the right configuration was critical.

Mattern met with Waller's leadership at the outset of the engagement to discuss the firm's objectives for this project which included:

1. Right-size printer fleet considering expiring devices.
2. Reduce output costs.
3. Place multi-functional printers (MFPs) where appropriate.
4. Provide consistent capabilities to end users.
5. Minimize disruption to firm staff (primarily attorneys and assistants).
6. Be mindful of the complexity of Business Development's needs in particular.

Process: Mattern performed a comprehensive review of the firm's printing and cost recovery environment and conducted focus groups across multiple offices with legal assistants, paralegals and attorneys. Based upon its evaluation and utilizing its industry knowledge, benchmarks, and long history with output providers Mattern made the following key recommendations that would reduce costs, improve service levels, create efficiencies--and also reduce demands placed on the firm's IT resources for ongoing support:

- Reduce the variation in models (21), to ensure the delivery of a more consistent end user-experience.
- Enforce standardized machine settings (e.g., b/w print default on color devices) and, in particular, enforce paper tray consistency to ensure alignment with the use of iCreate.
- Decide on print recovery since this will influence the configuration and ratio of black & white and color printers.
- Structure the output contract pricing to be fixed, zero-based maintenance, include a service uptime guarantee and financial penalties for non-performance.
- Reduce the number of available printers.

With these project parameters, Mattern projected a 47.8% reduction in costs would be achieved as a result of a competitive Request for Proposal (RFP) process.

Mattern helped the firm tailor a unique RFP which captured the recommendations from the evaluation process. The RFP was sent to three (3) service providers. After analysis, interviews and several rounds of pricing, the firm selected the incumbent, DEX Imaging.

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Result: Under the new contract with DEX, the firm was able to exceed the objective set at the onset of the engagement and reduced the firm's total costs by 49.4% rather than 47.8% as well as:

- Reduced the printer fleet by 8%.
- Reduced the number of printer models from 21 to 5.
- The new DEX contract was zero-based (volume), had 50% flexibility, and detailed performance standards and associated penalties.

J. Douglas Leins, Chief Information Officer concludes:
"Mattern did an excellent job for us."

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