

e-solutions

Solicitors case study



The Organisation

William Wright & Son Solicitors is a well-known Dudley firm, having been in the area since 1919. They specialise in family law, and their solicitors are highly qualified and accredited.

Their approach to each case is always the same: you will always be able to talk to the person assigned to your case and you won't be bombarded with legal jargon. Your dealings with them will be easy to understand, stress-free and value for money.

"We found e-solutions very helpful in establishing our needs from the outset and from there on have found the support unfaltering."

Janice Palmer - Office Manager

William Wright & Sons
Solicitors



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The Problem

William Wright & Sons came to us wanting a better service and a more affordable print strategy.

Janice found that print costs were escalating and their devices were slow and more unreliable than ever. She wanted a reliable system with the ability to quickly scan paper documents into PDFs, so that they could benefit from digital document storage.

Janice was crystal clear on her requirements:

- Low cost print
- Quality device
- Excellent Reliability
- Digital Scan
- A3, A4, A5 as well as envelopes and labels
- Secure document storage
- High paper storage

The Approach

e-solutions first conducted a print audit to establish how much their printing was actually costing. We were able to do a one month snap shot of the company's print output, which even included who was printing and when they were printing.

We then put together a detailed report that identified which departments were producing the majority of the prints, and how we could help reduce the costs of printing by using the scanning facility.

Our recommendations do not just include the installation of a reliable and economical new device; they also include realistic print reduction techniques tailored to your needs.

The Solution

We established that William Wright & Sons would need two photocopiers, one on the ground floor and one on the first floor.

We also found that the team downstairs mainly printed in mono and speaking to Janice we decided that they did not justify having a colour photocopier. With that said, we installed a mono photocopier on the ground floor and a colour photocopier on the first floor. By implementing this strategy we were already able to save William Wright on purchasing costs.

After installation and training, our technicians found that William Wright's document management system had the ability to have documents scanned directly to it from the photocopier. We were able to set this up for them which helped to reduce printing as the documents were now backed up digitally.

William Wright Feedback

"The supply and installation of our two machines from e-solutions went through just as they had said - 'Very Easily'. We found them very helpful in establishing our needs from the outset and from there on have found the support unfaltering."

"We were pleased with the continuance of the post sales team which is a vital part of the on-going relationship that we have with e-solutions. It is good that we know the faces as it can get frustrating when the contacts you have established move on and you are faced with the daunting prospect of deciding what copier to have. It saves a lot of time and expense to have a good supplier - we all know that".

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