



## SOLICITORS PRESENT COMPELLING CASE FOR SHARP MFPs

Solicitors Awdry Bailey and Douglas trace their history back to 1750. One hundred and twenty-six partners and staff provide a wide range of legal services. Good old fashioned legal expertise underpins a thoroughly modern approach to customer satisfaction. Recognising that clients want straightforward advice and effective action, Awdry Bailey and Douglas work hard to ensure that all legal matters are progressed quickly to best effect for the client.

Awdry Bailey and Douglas expect the same commitment from their suppliers, particularly those whose support is essential to delivery of client services. Commercial IT Services helped Awdry Bailey and Douglas develop their IT infrastructure; installing bespoke software solutions and, in advising the firm on their print strategy, helping improve the quality of print output and control print costs.

With several offices as well as national and international clients to serve, Awdry Bailey and Douglas rely heavily upon their IT infrastructure. Not only do Awdry Bailey and Douglas need to pass information seamlessly between their offices and those of their clients, they need to connect directly to land registry



*"We believe that the purpose of our business is to ensure that our clients succeed. We are here to guide them through difficult or complex events. We aim to drive matters forward and produce results swiftly."*

Ian Richards, Director of Legal Services, Awdry, Bailey and Douglas

offices and courts around the UK. Information has to be instantly available and absolutely secure.

Print quality is important to Awdry Bailey and Douglas. Ian Richards, director of Legal Services at Awdry Bailey and Douglas explained: "Legal documents have to stand the test of time. A well presented document reflects the professionalism of the legal work contained within it. Our clients expect a high quality service.

One of the ways we demonstrate the quality of our service is through the excellence of our printed communication."

In handling a 'matter' - a client case - the firm's solicitors generate standard legal documents which are personalised with client details. Document templates, stored in the firm's Solcase document management system are populated with client information ready for print. The system

*"We are very happy with the advice and service provided by Commercial IT Services. The Sharp equipment is quick and easy to use and delivers outstanding print quality. It has helped us to present a modern and professional image to our clients."*

Ian Richards, Director of Legal Services, Awdry, Bailey and Douglas

## SEAMLESS INTEGRATION WITH SOLCASE EDM SYSTEM

saves solicitors a great deal of time and ensures that documentation is both legally correct and smartly presented.

Commercial IT Services helped Awdry Bailey and Douglas install networked multifunctional products that integrated seamlessly with the Solcase system. The Sharp multifunctional products print, copy and scan, providing Awdry Bailey and Douglas with the means to print from Solcase and scan hard copy documents to it. The Sharp devices replaced standalone photocopiers and desktop printers.

Replacing the printers helped Awdry Bailey and Douglas realise a cost saving. According to Ian Richards, "We were spending tens of thousands of pounds a year on toner. The Sharp multifunctional products are significantly less expensive to run. We now pay for prints and copies by the page with toner provided free. The annual page cost is around a fifth of what we were paying for toner!"

The Sharp multifunctional products have delivered other benefits. By concentrating resources on a smaller number of better equipped machines, Awdry Bailey and Douglas were able to benefit from faster print speeds and more sophisticated handling features. The Sharp MFPs will, for example, print documents double-sided and collate them in stapled sets

*"The Sharp multifunctional devices integrate seamlessly with Solcase, our electronic case management system."*

*"We are able to create personalised documents and forms within the system and output them as high quality first generation prints."*



Ian Richards, Director of Legal Services, Awdry, Bailey and Douglas

ready for distribution.

Another benefit of the Sharp solution was colour. Some of the Sharp multifunctional products print and copy in vibrant colour as well as everyday black and white. Colour plays an important role in legal work, particularly in documenting property transactions where it is used to show boundaries. Before introducing the Sharp colour multifunctional products, staff would spend hours laboriously hand colouring multiple copies of property plans.

The Sharp colour multifunctional products with their high-speed, high-quality colour capability, have removed that burden and staff are now able to make accurate colour copies of coloured plans and documents at the press of a button. Indeed, with internet access, some land registry plans are now downloaded from the web and printed out in full colour without

user intervention.

Ian was happy to replicate Commercial IT Services' winning solution at Awdry Bailey and Douglas' offices in Devizes, Calne and Wootton Bassett. "The firm has Sharp multifunctional products installed in all offices with the advantage that solicitors and staff moving from one site to another are instantly familiar with the equipment and able to use it without any problems."

Looking to the future, Ian sees the firm making wider use of scanning: "Another outstanding feature of the equipment is the capacity to scan hard copy documents. The ability to email hard copy documents directly to a client, or to another firm of solicitors, is one that excites me, as it will speed up communication and lead to cases being handled more quickly to the client's benefit."



IT SERVICES

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