

Case Study

Eversheds Ireland
Legal
Managed Document Service

Ricoh helps Eversheds transform document management improving productivity, efficiency and cost effectiveness



Needing a more efficient, secure and accurate document management system, international law firm Eversheds Ireland turned to Ricoh for help. Ricoh's in-depth knowledge of the legal sector and its Managed Document Service has transformed Eversheds' document

management operation. Outsourcing its entire print operation has helped Eversheds save 1,000 working days annually, and sped up the time it takes to reproduce documents by a factor of ten, increasing staff productivity.

Executive summary

Name: Eversheds Ireland
Location: Dublin, Ireland
Size: 200 staff
Activity: Legal

Challenges

- Legal business dependent on huge volumes of high-quality, error-free documents
- Existing document and print facilities slow, time consuming and difficult to manage
- Printing not core to business activity; hindered by lack of expertise

Solution

- Ricoh Managed Document Service

Benefits

- Delivers significant cost, productivity and sustainability benefits
- Increases speed of legal document reproduction 10-fold
- Makes legal staff more productive by saving 1,000 working days spent on document admin
- Future-proofs business operations for fast and compliant online services
- Expected to reduce paper consumption by one third from 7.5 million to 5 million pages

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Challenges

Eversheds in Ireland is part of one of the largest international corporate law firms, with 44 offices in 27 countries. The business in Ireland operates autonomously but also benefits from being part of a worldwide organisation. As well as providing Irish businesses and government organisations with a localised, personal service, the law firm can also support international businesses located in Ireland with a high quality, standard service around the world. Eversheds Ireland is headquartered in Dublin where it employs 120 fee-earning solicitors and 80 administration, support and technical staff.

One of the key elements of Eversheds' operation is being able to produce and manage huge volumes of documents. These are an essential part of the legal process. A legal bible - all the documents and notes relevant to case - can run into 300 or 400 pages and it has to be accurate and error free. In one instance, a court case was held up because the copies of the legal bible given to the judge, barristers and solicitors had different coloured tabs and the court had to confirm everyone had the same version.

Eversheds' system for managing and producing documents was providing adequate documentation, but it was slow, time-consuming and becoming increasingly more expensive and difficult to control as the company's work load grew. Eversheds had set up its own internal print room, but it was difficult to get good staff and, necessarily, print was not within the company's area of expertise. Legal secretaries, who are skilled legal professionals, were starting to spend too much time processing, printing and photocopying documents.

Eversheds decided to review its entire document and print operations to see if it could be managed more efficiently and cost effectively. The law firm started a tender process to find



a solution and after considering a number of different suppliers, decided to work with Ricoh.

Eversheds had some indirect experience with Ricoh because Ricoh was already working with Eversheds in the UK. But it was the quality, expertise and flexibility of the Ricoh proposal that won Eversheds' confidence.

Kevin Collins, Partner, Eversheds, says, "We know that Ricoh has a strong pedigree in print and document processing and as a global business Eversheds has built a lot of trust with Ricoh. But it was other things like Ricoh's full understanding of our business objectives and its proven expertise in managing large volumes of documents that convinced us Ricoh was the right choice. For example, quality and compliance are extremely important in the legal profession and Ricoh was the only provider that presented a credible quality assurance plan with a full reporting and auditable process."

Solution

Eversheds is using a Ricoh Managed Document Service (MDS) to handle its entire document management and production process. The Ricoh MDS incorporates a centralised print function, new Ricoh production presses and 13 Ricoh Multifunction Products (MFPs), and document management and production software.

Ricoh has opened a dedicated Document Centre at Eversheds Ireland's headquarters in Dublin which is managed by three, on-site Ricoh staff. It uses a Ricoh production press and several Ricoh MFPs. The Document Centre handles most of Eversheds' print and document services, but during very busy periods work can be sent out to Ricoh's own document and production print facility in Park West, Dublin. The on-site Ricoh employees also provide maintenance and support services for the Ricoh equipment at Eversheds.

The solution also includes other Ricoh MFPs spread across all six floors of Eversheds' head office. Ricoh's @Remote print management software monitors activity on each device, to ensure it is being used and managed effectively. In addition, Equitrac and eCopy Scan Station applications enable Eversheds to capture, and integrate hard copy documents into its document management system. Instead of documents being scanned to email, they are scanned directly into Word files or Eversheds document management system for information access and archiving.

According to Collins, "Ricoh provides better quality print technology and expertise, a better level of service and a level of sophistication that other companies could not provide."

continued overleaf

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Benefits

“Within weeks of coming on board, Ricoh has overseen the transformation of our print and document management processes. And during the course of our partnership, we expect the Ricoh MDS to deliver significant cost, productivity and sustainability benefits for Eversheds,” says Collins.

The Ricoh MDS has helped Eversheds improve the way its legal documents are managed and produced. Eversheds’ legal documents are now being reproduced 10 times faster than they were before and the business estimates that it has saved 1,000 working days by using the Ricoh solution. Importantly, this has freed up time for staff, especially legal secretaries and solicitors, to focus on more valuable, fee-earning work.

“In the first year of the new deal, we’re forecasting a reduction of paper consumption by one third from 7.5 million to 5 million pages, through new processes being implemented by Ricoh,” says Michael Smith, Finance Director, Eversheds. *“Removing all print and copying activities from our legal team gives them the freedom to operate more value-add activities. It will also remove the bottlenecks associated with reproducing complex legal documents and case bibles. This is particularly important for our staff as it promotes a better work/life balance and eliminates many of the late nights spent beside the copier before court the following day.”*

An added benefit of the Ricoh solution is the way in which it is helping Eversheds future-proof its business operations.

With electronic conveyancing set to become increasingly common in the legal sector, Eversheds now has a document solution to allow it to provide fast and compliant online services.

Staff also have a better print experience with Follow Me printing which uses Equitrac to enable them to print from any device in the organisation and only print a document securely when they are at the printer. The Ricoh MDS even helps Eversheds bring trainees into the business because the company can assure new starters that they will not have to do lots photocopying.

To help with Eversheds’ sustainability goals, the Ricoh solution is expected to help the company reduce the number of pages it prints every year. Other features such as producing documents on CD instead paper and default duplex printing also support sustainability.

Ricoh Solution/Products

- On-site Ricoh Document Centre
- Ricoh Pro 1107 production printer
- Ricoh Multifunction Products
- @Remote
- Equitrac
- eCopy Share Station

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Kevin Collins, Partner, Eversheds Ireland

