

## Case Study

O'Melveny & Myers LLP  
Legal services  
Managed Print Service

International legal firm delivers high-quality court documents with a CityDocs and Ricoh print service



One of the most important functions for O'Melveny, an international legal firm, is producing information and documentation needed to support many legal processes. After replacing its old and unreliable equipment with a

CityDocs and Ricoh Managed Print service, the company has continued to deliver high-quality, high-volume documents for its clients.

## Executive summary

**Name:** O'Melveny & Myers LLP  
**Location:** London, UK  
**Size:** 50 staff  
**Activity:** Legal

### Challenges

- Client demand for high-quality, high-volume legal documents and information
- Existing print equipment had reached end of life

### Solution

- CityDocs and Ricoh Managed Print Service
- CityDocs special, always-on disaster recovery print service

### Benefits

- Helps O'Melveny provide its clients with high-quality legal documents
- Increases efficiency and productivity by cutting up to 15mins time off each print job
- Ensures important legal documents can be produced quickly, at any time
- Simple, GUI-based technology makes complex printing easy for all staff
- Helps to increase the use of digitalised documents and information

### Challenges

O'Melveny & Myers LLP is a 130-year-old US legal firm with approximately 700 lawyers in 15 offices worldwide, covering the US, Europe and Asia. The company offers a broad range of corporate legal services to many sectors of industry and commerce. In the UK, O'Melveny has an office in The City of London serving the needs of many prominent private equity houses, financial institutions and corporate clients.

The London office has 50 staff and one of the challenges for those staff is producing the high volume of documented information needed for its legal processes. This can include papers for court proceedings, legal 'bibles' and documentation for litigation and regulatory and government affairs. One legal project required 55 fully bound booklets, each comprising hundreds of pages of information.

To service this requirement, O'Melveny has a centralised corporate print facility with additional print devices around the office. However, the company's existing print equipment was reaching end of life and new, more advanced technology was coming on to the market. The company needed to upgrade its print service operation.

O'Melveny is a long-term champion of Ricoh print technology. Nevertheless, the company researched several different print suppliers to find the best print equipment, but also to verify the quality of the Ricoh equipment. After deciding to use Ricoh, O'Melveny approached its existing partner, CityDocs Solutions, a Ricoh business partner and specialist in legal document management services.

Terry Ison, Office Services Co-ordinator at O'Melveny & Myers LLP says, "O'Melveny has used Ricoh equipment before so it's a product of choice and a brand that we know and trust. We like the enhanced functionality and the



environmental capabilities. The equipment and the software integrate well with our internal systems. We went to market, looked at all the usual suppliers and did a rigorous comparison before choosing Ricoh. Other suppliers couldn't really provide the complete, single-product solution we needed. This, along with the commercial terms that CityDocs was able to secure, made CityDocs and Ricoh the best option."

### Solution

The solution that O'Melveny has deployed is a CityDocs Managed Print Service (MPS), comprising Ricoh production print presses, Ricoh Multifunction Products (MFPs) and services and support from CityDocs. As well as supporting standard office and legal document printing, the CityDocs solution also supports electronic information and document production.

In O'Melveny's corporate print room there are two Ricoh colour and mono digital presses and print finishing equipment - such as binding and booklet making modules - enabling a complete one-stop-shop for most of the company's corporate print needs. There are two further Ricoh MFPs located in the general office, supporting standard, day-to-day print and document needs for lawyers, legal secretaries and support staff.

These machines are integrated with 12 existing desktop printers. All print and document management devices are networked and connected to O'Melveny's print management and cost recovery software. As well as providing some basic device management, the software enables the company to allocate costs to relevant clients. Every client has a code, which is keyed into a device so that the job can be billed accurately to the correct client.

As well as supplying and installing the Ricoh print technology on a lease agreement, CityDocs also supports the equipment on an 8am-8pm basis. However, a key and unusual aspect of the CityDocs service is a 24/7 backup print service provided by CityDocs' fully managed, central London corporate print operation. CityDocs will either handle overflow jobs for O'Melveny or allow the company to relocate its entire print operation, including staff, over to CityDocs' disaster recovery facility in south east London, should the need arise.

Ison says, "The service that O'Melveny gets from CityDocs has always been very good and the way the company handled planning and installing the managed print service was excellent. All of the new Ricoh machines were installed in just two days and senior managers were always on hand to ensure a quick and smooth deployment."

*continued overleaf*

### Benefits

"The CityDocs and Ricoh solution is critical to our business. Having quality support from CityDocs, reliability of the Ricoh solution and also the 24/7 emergency print service, gives us peace of mind that we can provide a consistent and seamless service to our clients." says Ison.

The CityDocs and Ricoh MPS has improved the speed of print services at O'Melveny whilst maintaining efficiency and quality. The Ricoh equipment is reliable, supports fast through put and uses the latest digital print technology, so that the printed material is of a high quality. Improved speeds and the addition of finishing modules, such as hole-punching, means that client-ready print can be produced much faster than in previous years.

One feature of the Ricoh equipment that simplifies printing for staff is clear, simpler screen information on devices. This has enabled O'Melveny to set up a number of pre-set functions, including specialist finishing, which users can select. "Most of our users are non-technical so this makes printing a much easier and faster task, which is important when you're up against a client deadline. This and the additional finishing capabilities of the Ricoh equipment is probably helping to save 10 or 15 minutes on every job," says Ison.

Although the CityDocs solution has improved print capabilities and quality, it has also been part of a reduction in print volume, not just through less waste, but also because of less demand. Over the last few years, O'Melveny has been moving away from paper-based to electronic information. With increasing demand from its clients, O'Melveny is producing more electronic documentation and information for record archiving, but also for legal documents.

For example, court papers or legal documents associated with a legal project, such as a merger and acquisition, are now being put on to CD or DVD disks and sent to clients, emailed or hosted in the cloud. The Ricoh equipment helps the company scan and digitise documents.

The CityDocs and Ricoh MPS also fits well with O'Melveny's recently established Green Committee, which aims to increase the world-wide group's commitment to creating a greener work environment. The Ricoh equipment is very energy efficient which helps reduce paper and consumables usage.

#### Ricoh Solution/Products

- Ricoh colour and mono production print presses
- Ricoh Multifunction Products

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Terry Ison, Office Services Co-ordinator, O'Melveny & Myers LLP

