

## Case Study

International law firm  
Legal  
IT Services

# International law firm reduces support costs by 30% and increases efficiency with Ricoh IT Services



This international law firm relies heavily on its IT infrastructure to connect staff in almost 50 offices around the world. To upgrade both its desktop software and hardware in UK offices, the firm chose Ricoh IT Services (ITS).

Ricoh ITS designed a deployment process that integrated seamlessly with the law firm's existing systems without disrupting business operations. The Ricoh solution decreased pressure on the IT service desk and reduced maintenance costs by an estimated 30 percent annually.

## Executive summary

**Name:** International law firm  
**Location:** London  
**Size:** 5,000 staff  
**Activity:** International Law

### Challenges

- Outdated software no longer supported by manufacturer
- Legacy systems increasing strain on IT support
- Old desktop PCs increasingly expensive to maintain

### Solution

- Ricoh IT Services desktop environment upgrade across Europe

### Benefits

- Deployment seamlessly achieved with no downtime for staff
- Estimated 30% reduction in IT support and maintenance costs
- Reduces volume of calls and pressure on IT support
- Flexible Ricoh service adapts to changing business needs
- Delivers a very personalised, hands-on service for users

## Case Study International law firm



### Challenges

This international law firm is one of the largest in world with almost 50 offices around the global, ten of which are in the UK. Its 5,000 staff provide a wide range services and specialisms to the private and public sectors.

As an international organisation with both staff and clients spread across a wide geographic area, the law firm needs a reliable and integrated IT infrastructure. Flexible and fast access to knowledge worldwide is a crucial part of the organisation's core business process. Like most law firms, the organisation's business centres around documents. These need to be safely shared, stored and transported across various departments and offices within the organisation. Document comparison is an essential tool, and for this the company was relying on an elderly, legacy program. The majority of calls to the company's IT support desk involved corrupt document files.

In addition, the software used across the company, including operating systems, web browsers, word processors and spreadsheets, was out-of-date and in some cases was no longer supported by the manufacturer.

It had made the decision to modernise its desktop environment by upgrading its operating system and office software applications. The only question was how to deploy this.

Ricoh already had an established relationship with the law firm, through its managed office and print room services. The the law firm did not immediately consider Ricoh as an IT service provider, but Ricoh's existing onsite presence, and its proven track record for reliability and flexibility was instrumental in securing the IT services contract.

Initially the law firm simply wanted to upgrade just its desktop software, working with existing hardware to keep costs down. But this changed almost immediately as Ricoh began to assess each office. The law firm realised that the age of the hardware meant it was going to have to be replaced soon anyway. It made more sense both practically and financially to upgrade hardware and software simultaneously.

The law firm extended the budget for the project, and suddenly, the expectations placed on Ricoh ITS had grown significantly.

### Solution

Ricoh ITS deployed a desktop environment upgrade solution across all of the organisation's UK offices, replacing each PC in an overnight process. Staff would come into work the following day to a new desktop PC. Following deployment, Ricoh staff would 'floor walk' the office, making sure that they were available to answer any questions, and keeping in contact with managers and trainers. Ricoh used the same small core group of lead engineers at all the locations, with additional engineers brought in locally where needed. This ensured the firm's staff always saw and dealt with the same contacts.

Initially Ricoh had been awarded the contract to upgrade just its UK offices. However, having been so impressed by Ricoh's performance, the law firm extended this to other offices in Europe. Overall Ricoh upgraded approximately 3,500 desktop PCs.

A pre-deployment assessment was undertaken at the start of each stage of the rollout, with Ricoh working within the law firm's current IT processes and making suggestions for improvements where possible.

For example, the firm had previously sent the desktop image, containing all the software needed for each PC, over the network. Seeing that this process took a lot of time, and slowed significantly the more PCs that were upgraded at the same time, Ricoh developed a solution using a USB key that took a fraction of the time to put an image on each PC.

Ricoh was able to use staff already working in the organisation's print rooms to ensure the deployment ran as smoothly as possible. This meant the law firm did not need to continuously brief engineers on basic issues such as health and safety. In addition, Ricoh was able to quickly re-deploy onsite staff where the need arose, for simple things like moving boxes, without the expense or effort of bringing in temporary staff.

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## Case Study International law firm

### Benefits

As an international law firm, its investment in this project was crucial because it has improved efficiency and reduced costs. The organisation has seen a reduction in the number of callouts to the support desk. The latest file formats can now be used, resulting in far fewer corrupt files. Staff can also use the more up-to-date document comparison features built into applications like word processors.

With new, more efficient computers, modern software and the removal of difficult-to-use legacy software, the firm estimates that Ricoh has helped it achieve a 30 percent annual saving in maintenance costs. Harder to quantify, but also expected, is a more efficient IT service for all staff as their IT estate is simplified.

It was vital the deployment did not result in any IT downtime. The firm felt that Ricoh's rollout of the project was seamless. Staff stopped using an old PC one day, and started on the new one when they arrived the following morning. Ricoh's project management was also important. By thoroughly analysing the firm's processes, Ricoh was able to work out the quickest, most efficient methods for every part of the deployment. For example, Ricoh advised on system backups, to ensure that these did not impact or hinder deployment.

When it comes to the firm's working relationship with Ricoh, the organisation felt the level of service from Ricoh was excellent. Ricoh sought to get the best possible job done. In the event of any sudden changes to the training or rollout schedule, Ricoh was quick and flexible and would, for example, make sure extra engineers were available or quickly re-arrange engineer visits.

The partnership between the two organisations is one where Ricoh works with, not for, the law firm and where problems are seen as chances to come up with practical and effective solutions. Following the success of the Ricoh ITS project, which was delivered on time and on budget, the law firm is now looking at how it can further extend its partnership with Ricoh on other IT projects.

### Ricoh Solution/Products

- Ricoh IT Services
- Desktop software upgrade deployment
- Installation of 3,500 desktop PCs

*"When designing the deployment Ricoh never came to us and said 'you've got a problem'. They worked with us, rather than for us and it felt like a partnership. Ricoh was flexible, we were flexible and together we delivered the project on time and on budget. I think that was the key thing for us really. We'll be upgrading the operating system on all desktops soon and it will be Ricoh that we'll turn to first to complete the work."*

Spokesperson, International law firm