

Case study: Legal

Napthens

Consolidating and enhancing a business printing estate

What we did

Maintel overhauled an inefficient legacy print estate and refreshed technology with a managed print solution (MPS) that standardised printing across company locations, providing new features and driving down cost.

“The level of service we received was simply outstanding and well beyond the call of duty. I am delighted with the solution we have received so far and the professionalism shown by Maintel’s engineers.”

Anthony Terry, Director of IT, Napthens LLP



For more information on all of our services, visit maintel.co.uk, email info@maintel.co.uk or call +44 (0)344 871 1122.



napthens
solicitors

The challenge

Napthens provides a range of legal services to businesses and individuals, with around 200 staff including 30 partners operating from offices across Lancashire and Cumbria. Recent growth had left the firm looking to consolidate its print estate and suppliers, as well as refresh its technology.

For a busy legal firm printing, scanning and faxing documents are fundamental work requirements, but the Napthens print estate had been acquired and added to over time, with printers and other devices attached either on or off the network across many locations, managed by different suppliers.

Anthony explains, "My goal was to standardise, replace and reduce the cost associated with the ageing printers within our estate and reduce the unnecessary strain on the support teams.

I also wanted to ensure we had a reliable, readily available printer fleet backed by solid SLA. The challenge was to provide our users with a simplified and secure printing environment, where they could print to any device, any time and any office easily and quickly."

At a glance



The client

Legal services provider with 200 staff, including 30 partners, operating across Lancashire and Cumbria.



The issue

A disparate, inconsistent print estate managed by different suppliers that was putting strain on support teams.



The project

Deployment, management and support of an upgraded printing and imaging estate.



The outcome

Annual cost savings of 24% on print, paper and power consumption and enhanced features and functionality.

The solution

Napthens chose Maintel from three incumbent suppliers to deploy, manage and support an upgraded printing and imaging estate across its five UK sites.

The business used Maintel's insight service to conduct an audit of its entire print estate – how it was used, when and by whom. By monitoring every device on the network and reporting on print volumes, costs and usage, Maintel delivered clear visibility, as well as highlighting problems, waste and bottlenecks.

Following a successful proof of concept, Maintel upgraded Napthens' entire printing estate. This included a MPS which rationalised 51 printers into 16 high volume multi-functional devices (MFDs) and included UniFLOW software to enable a single print queue and follow-me printing and scanning functionality to allow users to print and scan on any networked device, regardless of location.

Anthony continues, "Various complexities had to be overcome with the virtual desktop environment, but this has now been simplified by having one driver and one printer, irrespective of location, for users to print to."

Maintel also implemented an integrated network fax solution, integration with legal case management systems and installed a remote print server to provide increased resilience for the MPS solution. Remote operation kits were also installed on every device, so Maintel can remotely log on to any device to view and resolve issues remotely, minimising the impact on the customer.

The benefits

Seamless implementation to a tight deadline:

Maintel deployed hardware and software across five offices within one week, working around the clock. An integral component was Maintel's expertise and flexibility to work with Citrix and the hosted infrastructure environment.

Significant cost savings: Maintel replaced unmanaged single-function devices with fewer estate networked MFDs to drive an annual cost saving of 24% on print, paper and power consumption. Users can perform all the same tasks via a single device, which is centrally monitored. Customised reporting identifies details such as location, cost centre and job function to allow easier control and cost management.

Enhanced features and functionality: the secure and intelligent solution allows people to send documents to a universal print queue, then collect them at any printer on the network using a proximity card or login. This eliminates waste and means every document is delivered securely into the hands of the person who owns it.

Overcoming specific legal challenges: Maintel assisted Napthens' developers to set up printing macros to help staff utilise different document outputs including auto duplex, letter head, continuation sheet and letter stapled. Staff were initially reluctant to give up local printers, but the main board of directors sponsored the project due to the compelling business case.