



Case Study

Bates Wells Braithwaite

Reducing expenditure and increasing operating efficiency at a leading law firm



Client:
Bates Wells Braithwaite

Website:
www.bwbllp.com

Client Industry:
Legal Services

What we deliver:
Managed Print Services

Introduction

Bates Wells Braithwaite is a City law firm with a difference.

The company has close relationships with their diverse range of clients – including leading commercial firms, statutory bodies, charities, social enterprises and individuals – who value their expertise and commitment in helping them achieve their goals.

190

Staff

33

Partners

With some 190 staff and 33 partners, Bates Wells Braithwaite are large enough to provide a complete range of commercial legal services yet small enough to be able to provide a personal service to every client and are rated by Chambers UK as one of the best law firms in the country for their client service.

Key Results

- > **Reduced expenditure on toner and consumables by 15%**
- > **Maximise productivity of existing fleet**
- > **Enabled more productive use of office space**
- > **Reduced pressure on IT and Facilities departments**

The Client's Challenge

Leading research analysts Gartner found that in companies without Managed Print Services in place, on average 10% of IT time is spent on print-related enquiries and support.

Like many organisations, Bates Well Braithwaite's print infrastructure had grown organically over an extended period of time. As a consequence, responsibility for procurement, installation, maintenance and supplies fell between the IT and Facilities departments, leading to inefficient internal procedures and duplication of effort.

There was no formal documents strategy in place, making it challenging for staff to maintain control over the fleet and associated costs difficult to identify and manage. The variety of devices within the fleet kept a substantial stock of consumables – a sizeable expense in terms of cost and space.





Our MPS Solution

We assessed BWB's current infrastructure and the "real world" needs of the business by calculating the current fleet's Total Cost of Ownership (TCO). Our audit revealed that, although there were a large variety of devices, the age, features and placement were broadly suitable for the firm's current requirements.

At Ethos, we never recommend change for change's sake. We advised that the firm should in fact keep their current fleet and place them under management using Ethos' Printer Fleet Rationalisation (PFR) Service.



Under our PFR service, we review the performance of each device in the fleet every month and make further recommendations to improve the cost or functionality. This pragmatic approach ensured that as the

contract progressed, Bates Wells Braithwaite's print infrastructure was gradually optimised on a case-by-case basis, minimising cost and internal disruption while maximising value.

Results


15%

Since implementing our Managed Print Services, Bates Well Braithwaite's spend on toner and consumables has been reduced by over 15%.

That's because each device is constantly monitored by Ethos, with supplies delivered exactly when required, without any input needed. In addition to reducing expenditure, Ethos has freed up space in the firm's office, previously used for stockpiling, for other, more valuable, uses.

As part of our service, each device in the fleet is now covered by a full maintenance agreement. This means neither the IT nor facilities departments waste valuable time trying to support or fix devices and can be deployed instead on higher value tasks – further improving the firm's operating efficiency.

“ What really surprised us about Ethos was that they recommended we keep using many of the older devices in our fleet. Their common sense approach made the most of our existing assets and our resources.”

Partnership Executive Officer, Bates Well Braithwaite

Improving your communications

At Ethos, we have over twenty years' experience delivering services and solutions across the three main forces of business communications: voice, documents and data.

4,000 customers worldwide regard us as part of their extended team – a single contact point for their managed print services, telephony systems, mobile networks and IT.

Over the years, we've remained independent because it's the best way to deliver what our customers need – a bespoke service offering independent advice across all of the leading providers including Xerox, Mitel, Cisco, Microsoft, BT, Vodafone, O2, Konica Minolta and HP.

So, whether you're looking for a single point solution or for a unified communications partner across your business, we're the experts.

Quote Code:
MYFREEROI

Free ROI Consultation?

Ask one of our representatives today:

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