



## Case Study

# ReedSmith

## The Challenge

Reed Smith LLP is a global law firm with a broad practice, known well for their work in sectors such as energy and natural resources, entertainment and media, financial services, healthcare, life sciences and transportation. Reed Smith's practice is structured around key industry sectors, allowing them to provide specialised advice to clients in those areas.

Reed Smith needed a dependable print and document outsourcing provider for assistance with overflow during the working day, as well as overnight and at weekends when their in-house print room is closed.

**"Good long-standing relationship and long may it continue"**

Martin Wood  
Facilities Manager, Reed Smith LLP

# What services they use

Reed Smith partners with SOS Systems for both reprographics and scanning on major jobs. Since the Covid pandemic, they have moved over to using more of the scanning facilities, a shift driven by how their business has evolved post-pandemic, alongside a greater focus on sustainability in recent years.

It is vital to Reed Smith that the provider they use for outsourcing holds the relevant credentials to back up the work they do. SOS Systems are proud to be ISO 9001 and ISO 27001 accredited, ensuring every part of our service meets the highest standard of GDPR compliance and data security.

A testament to the strong working relationship between SOS Systems and Reed Smith is that during a planned office move, Reed Smith passed all print & post operations over to SOS Systems. Thanks to the trust built over many years, Reed Smith felt confident handing over all print-related responsibilities. The whole procedure was seamless, and Reed Smith felt secure knowing it was all in hand.



Service excellence



GDPR compliance



Digital transformation

Martin Wood, Senior Facilities Manager at Reed Smith, put it best when he said; “the best thing I can say about SOS Systems is they feel like an extension of our print room.”

Whatever the job, no matter how big or small, Reed Smith trusts that SOS Systems will support them to get the job done.



# Continuing the journey together

**To Reed Smith, it is quite simple, they give instructions and SOS Systems meet them every time. The knowledge that SOS Systems are just a phone call or email away provides them with assurance that any help they need is going to be handled promptly and professionally, even with tight deadlines.**

Martin Wood shared; “The whole team are great to work with, from the service manager, the production team, to the driver that delivers the printing to our offices.”

That consistent support has laid the foundation for a relationship that continues to grow. As SOS Systems service offering has expanded, so has the connection between the two teams. With Martin also adding; “As the business keeps growing with what it can offer, the relationship between us and SOS Systems grows along with it.”

**“SOS Systems hits the mark for us.**

Reed Smith and SOS Systems has a relationship built on trust, strengthened by experience, and shaped to grow with the needs of the business.



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Established in 1985, SOS Systems is a leading provider of print and document management solutions. ISO9001 2000 accredited, we are one of a select few Canon Platinum Partners in the UK. We help customers nationwide achieve their compliance obligations and digital transformation objectives through a portfolio of innovative software and services. From secure print management to e-Signature and Accounts Payable solutions, everything is backed by our Prince2 certified professional services team.