



Case Study

SIGNATURE

Company Profile

Signature Litigation is a law firm founded in 2012 in London, pioneered by expert lawyers with many years of experience in overseeing international law firms. With the headquarters based in London, the firm holds offices in Paris, Frankfurt and Gibraltar. Signature Litigation specialises in high value commercial litigation and arbitration, with strong international capabilities due to their excellent understanding of the law in different jurisdictions.



Outsourced Print



Managed Print Services



eDiscovery

Outsourced print – the beginning:

Signature Litigation had a challenging experience with their previous outsourced print provider, where frequent service failures led to ongoing issues for the firm. Ten years ago, they discovered SOS Systems (formerly London Legal) and began using our services for their outsourced print needs.

From the very beginning, they were impressed by the high standard of our work, and the relationship has continued to grow stronger over the years. SOS Systems have since supported them with reliable and efficient bundle printing and photocopying, last minute batch printing as well as reprographic services, becoming a trusted partner for their operations.

“No job ever felt too big or too small for SOS Systems to handle”

Helen Sadler

Office Manager for Signature Litigation

The customer service experience was an important component to Helen Sadler, Office Manager for Signature Litigation when moving forward with an outsourcing print provider. It was noted that in the early days of the partnership, when Signature Litigation were still a relatively small start-up firm, they were aware that SOS Systems worked with some very big legal firms and praised SOS Systems for ensuring that they always felt they received the same level of service as the bigger firms. Helen Sadler explains that no job ever felt too big or too small for SOS Systems to handle.

Communication from the SOS Systems print room team has always been clear and this is always appreciated by Signature Litigation. A high standard of work produced, and matching customer service allowed for the relationship to go from strength to strength.



Expanding our services. A fully managed print solution.

Signature Litigation had a very poor experience with their previous hardware print provider where they experienced long periods of downtime, when even simple issues could take up to two weeks to resolve. Most frustratingly there were often avoidable outages caused by poor service delivery, for example a lack of proactive maintenance of equipment resulting in breakdowns or a lack of monitoring of ink supplies meaning devices simply ran out of resources.

Most importantly, there was also the issue of poor communication and lack of working partnership throughout the contract. When Signature Litigation wanted to make changes, such as integrating to a new PMS to extract a client/matter list for costs recovery, the previous vendor could not support those business needs. Finally, Signature Litigation were not particularly impressed with the devices themselves.

With all these issues from a print management perspective, they turned to their trusted outsourced print provider SOS Systems who had recently acquired London Legal and were now able to offer managed print services. With a strong relationship from the years of using our outsourcing print service, the decision to move forward with implementing a new printing infrastructure with SOS Systems was simple.

SOS Systems conducted a Print Audit where they monitored the old devices usage, spoke to stakeholders across the Signature Litigation office to find out their wants and needs for their print environment and examined the office layout. Helen Sadler, Office Manager at Signature Litigation was happy to say that

**“SOS Systems delivered
on all fronts.”**

Due to the audit, SOS Systems devised a personalised plan to install 13 Canon MFD's across the London site, enhanced with the print management software Papercut. It was recommended based upon SOS Systems expertise and audit that 8x Canon 1643p's, 4x Canon 5850i's, 1x Canon 5870i and several desktop printers would be installed at the London office. Furthermore, this solution integrated with the firm's PMS enabling the automatic import of clients and matters for cost recovery purposes – something which had failed to work in the previous installation.

Taking the time to understand the needs of the business as well as the goals of the stakeholders allowed SOS Systems to devise a plan to implement the best solutions accordingly.



The installation project:

The installation project was “timed perfectly” Helen Sadler, Office Manager for Signature Litigation describes. The communication was clear throughout, and they knew exactly what was happening at every stage. Signature Litigation were grateful for the minimal disruption that was caused throughout the installation as the SOS Systems team installed each machine one at a time as to not impact business as usual.

“We were particularly pleased with how SOS Systems worked with our outsourced MSP – a working partnership which made the transition extremely smooth”

Helen Sadler
Office Manager, Signature Litigation

The devices have now been at the London site for many months and have proven to be a robust asset to the office. With users benefiting from faster, higher-spec devices as well as a more effective toner automation system. The devices installed have a software running in the background of the machines where SOS Systems can accurately manage toner levels and send them out accordingly. Not only are the users experiencing better devices, but a more reliable service provider that the team at Signature Litigation can trust.

After a successful installation project and experiencing the benefits of working with SOS Systems, Signature Litigation once again turned to SOS Systems to assist in providing devices in their Frankfurt office. A Canon 3926 and 1643p were installed at the Frankfurt office and users there are also benefiting from working with SOS Systems.



The benefits of working with SOS Systems:

When Helen Sadler, Office Manager for Signature Litigation was asked what it is like to work with the people at SOS Systems, she describes it as being very good across the board, particularly with their long-standing relationship with the print room team in our Outsourcing department. The ten year long relationship is a testament of this, with Helen describing “they’ve all become friends” when talking about the print room production team.

The service offering that Signature Litigation use SOS Systems for has grown from using our outsourced printing, to SOS Systems taking care of their printers, and also using our eDiscovery service.

“I feel like I know who I’m dealing with. There is a personal touch when working with SOS Systems”

Helen Sadler

Office Manager, Signature Litigation

As Signature Litigation grow from strength to strength in the legal field, the service offering SOS Systems can assist them with continues to expand, built on the years of trust and top-quality customer service that SOS Systems pride themselves on.



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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.