



Case Study

Thackray Williams

## Company profile

Thackray Williams is a full-service law firm, with a strong reputation for providing high-quality legal advice amplified by their exceptional customer service. With offices in Bromley, the City of London, Sevenoaks and West Wickham, their practice areas range from corporate & commercial, to employment and various other practice areas.

"It's the service I want. To me, printers are printers, but it's about the people managing it"

Paul Wilcox  
Head of IT for Thackray Williams

# Time for a change

When it came time for Thackray Williams to make a change from their previous service provider they got in touch with the SOS Systems team to see how we could support their goals for their next project.

## **Thackray Williams key goals for the project were:**

- High-performance devices that included the most up to date technology.
- Smart, user-friendly print systems.
- Having previously used uniFLOW Online, Thackray Williams were keen to continue using this cloud-based solution.
- Improved cost efficiency across the term of the contract.

Thackray Williams chose to partner with SOS Systems for a multitude of reasons, with a key factor being the personal touch element that came with working with SOS Systems. Thackray Williams had a previous positive experience with the SOS Systems team which gave them confidence that we could deliver exactly what they were looking for. From the outset, it was clear to Thackray Williams that SOS Systems offered not only expertise, knowledge, and insight, but also the customer service experience they were seeking.





# The installation project

SOS Systems formulated a plan to install 10 Canon MFD's across all 4 sites. Ranging from an Image Press 265, a C359i, a C3930i and multiple C5860i's. As Paul Wilcox, Head of IT for Thackray Williams stated "SOS Systems made sure to future proof us – making sure we had the right and best products".

With Thackray Williams being a bustling, high-demand law firm, it is imperative to the functioning of the business that there were minimal disruption and downtime during the installation process. Therefore, SOS Systems ensured to stagger the installation of each device to ensure minimal interruption, with Paul Wilcox, Head of IT for Thackray Williams describing the installation project as being "completely seamless".

The team that arrived on site knew exactly where they were going and what they were doing, putting staff members at Thackray Williams at ease that SOS Systems had everything under control. The clear project plan allowed for a smooth and organised installation project; everything was planned for and taken care of. SOS Systems not only installed the new Canon devices efficiently but also organised the collection of the old machines and returned them to the previous service provider.



# Reaping the benefits of working with SOS Systems

The installation has already started delivering real benefits across the business, from having reliable and easy contact with their account manager, to having the auto replenishment of toners taking a weight off their shoulders; a robust system that gives the customer one less thing to think about.

When Paul Wilcox, Head of IT for Thackray Williams was asked what it is like to work with SOS Systems people he described it as being an absolute pleasure, not just for him but the whole team at Thackray Williams. Highlighting that the value of having an account manager that is easily contactable and proactive in future proofing them as a business has been highly beneficial.

The performance and capabilities of the newly installed devices have proven to be a significant asset to Thackray Williams operations. Users across all 4 sites are now benefitting from unparalleled service support from SOS Systems, with an average response time of 1 hour 17 minutes. This has resulted in members of staff, including the board members at Thackray Williams, being highly satisfied with the outcome of the project and the continued support received. Paul Wilcox, Head of IT for Thackray Williams, put it simply when he said, "I have confidence that everything works exactly how it should".



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