



McQuarrie Hunter LLP turns to Ricoh to Optimize Office Equipment Technology and Reduce Environmental Impacts

The Company

McQuarrie Hunter LLP was established in 1936 when Colin D. McQuarrie opened McQuarrie and Company in New Westminster, British Columbia. In 1967, his law firm joined three other established New Westminster law firms: Hunter and Pettenuzzo, Fisher and Gates, and MacKinnon and Pearce. In 2003, McQuarrie Hunter LLP merged with Worthington, David & Company.

Since its inception in 1967, McQuarrie Hunter LLP has grown to 27 lawyers and 55 legal support and administrative staff and has recently consolidated its one New Westminster office and two Surrey offices into one state of the art office on the 15th floor of the Central City Tower in Surrey, the second largest Municipality in British Columbia and one of the fastest growing cities in Canada. A full-service legal firm, McQuarrie Hunter LLP has a tradition of excellence and dedication to its clients and communities.

The Challenge

Like many growing firms, McQuarrie Hunter LLP acquired document output and management equipment over the years to meet its expanding business needs. In three offices, the company had 38 unique models and 67 devices from three manufacturers, including 9 black-and-white multi-function printers (MFPs), 52 black-and-white printers, 3 colour printers and 5 fax machines. Many of the units were stand-alone devices and non-networked, limiting their functionality and efficiency. The devices were slow and unable to accommodate any bulk colour printing, meaning documents had to be sent to an outside printing firm which was both costly and time consuming.

Maintaining their fleet of aging output devices required constant upkeep and disparate service calls. In addition, the information technology (IT) department was required to keep a variety of toner cartridges and other supplies in stock and to maintain multiple sets of printer drivers. This task was costly and time consuming. Exact cost-recovery tracking of scanning, copying, printing and faxing on behalf of clients was not easy to calculate through existing manual processes.

“When we centralized our three offices into one it was the perfect time to review our printing, copying, scanning and faxing needs,” says Catherine Jacobs, COO, McQuarrie Hunter LLP.

According to industry analysts Gartner Group *“Organizations that optimize their printer fleets can reduce costs by 10% to 30%. Matching the right equipment to your needs is an important part of the strategy. Most enterprises have too many models and brands of printers and also too many printers relative to the number of users. The result is excessive spending; fragmented, uncompetitive purchasing, and support burdens for IT.”*



Aligned with our customer's highest priorities - Security, Compliance, Process Improvement, Total Cost of Ownership and Environment - these are Ricoh's enhanced values.

Company

- Mid-sized, full-service legal firm
- Office in Surrey, British Columbia
- www.mcquarrie.com

Challenges

- Inefficient equipment fleet
- Time and cost involved with outsourced print jobs
- Managing service and supplies for multiple vendors and equipment models
- IT support burden
- Manual cost tracking processes

Solution

- Replacement of stand-alone printers with high speed, scan enabled network ed MFP's
- Enhanced In house colour print capabilities
- Automated cost accounting system
- Proactive energy management tools

Results

- Increased in house capabilities
- Increased office productivity
- Simplified equipment administration
- Automated cost accounting
- Reduction in overall costs
- Improved sustainability – reduced energy and paper consumed



“Ricoh did an exceedingly good job in terms of researching the firm’s needs and putting together a fantastic proposal, and then setting up a system that exceeded our expectations.” Catherine Jacobs, COO

The Process

McQuarrie Hunter LLP had a solid relationship with Ricoh Canada - one of its suppliers - and asked the document solutions company to assess its equipment needs. Ricoh conducted a complete current state discovery with the following objectives in mind:

- Assess the current state of technology and total cost of ownership (TCO)
- Recommend an overall document management solution to:
 - standardize, rationalize and consolidate the fleet;
 - provide a document import solution (scanning);
 - provide cost-recovery software and a hardware solution; and
 - provide fax server technology
- Effectively control and manage the output fleet
- Calculate the environmental impact of the current output fleet (energy consumption, CO₂ emissions), in line with the City of Surrey’s Sustainability Charter and the Central City Tower’s “green” initiatives

Ricoh was then asked to design a new scenario with an updated equipment footprint to enable the law firm to maximize productivity, minimize costs and improve the sustainability of their print operations.

The Solution: Phase One

Ricoh recommended that McQuarrie Hunter LLP eliminate stand-alone desktop printers and install a combination of monochrome and colour networked MFPs.

Ricoh also recommended:

- common equipment and unified printer drivers across departments
- enhanced colour print capability so that colour documents could be printed or copied in house
- multiple paper trays on devices for legal- and letter-sized documents, envelopes and special paper
- device condition alerts and automated toner alerts sent via e-mail to IT support to better manage toner inventory and improve device uptime
- fax server technology so faxes can be sent and received from any desktop computer and to eliminate the cost of multiple fax lines
- enabling duplex-printing to save paper and reduce related costs
- proactive energy management with devices that go into sleep mode to conserve energy and reduce costs but wake up in seconds when they receive a request to print
- a bill-back cost-recovery system to ensure accurate billing for printing, scanning, copying and faxing services
- unified supplies and service provision for cost control
- all-inclusive cost-per-page service agreements and a single point of contact for service



McQuarrie Hunter’s new offices

Ricoh Legal Solutions

- *Managed Document Services*
- *Technology Integration*
- *IT Services*
- *Printers and Multifunctional devices*
- *Imaging / Scanning solutions*
- *eDiscovery processing and litigation support*
- *Facilities Management*
- *Document workflow consulting and design*
- *Records Management and Data Governance*
- *Cost Recovery*



“Overall, this is a massive improvement. While there are capital costs associated with such an upgrade, we are recouping costs with greatly improved bill-back and productivity as well as energy and paper savings”

The Results

“The results were huge and numerous. I almost don’t know where to begin,” says Jacobs.

Output is “super fast” at 45 to 90 pages per minute. And since the devices are networked, staff can choose the right printer for the right job: the closest printer for standard jobs or particular devices for a larger job or jobs that involve colour, for instance. They can send and receive faxes from a desktop, but if they have to fax paper, they can do so from a fax device.

Duplex (double-sided) printing has reduced paper use and cut printing costs, saving 622,500 sheets of paper or 75 trees per year and cutting paper costs by more than \$4,000. In addition, sleep mode on the devices has cut power consumption by more than 30 percent.

Staff enter job codes before printing, copying, scanning or faxing, and the tracking system Ricoh installed generates reports so that McQuarrie Hunter LLP can accurately recover costs for services rendered. Common drivers and automated alerts save IT time while enabling superior support for greater uptime of all devices.

The Solution: Phase Two

The implementation and rollout went so well that McQuarrie Hunter LLP came back to Ricoh and requested a separate “war room” that could be used for trial preparation. Ricoh installed a production print device that could be used to print complex documents, insert tabs and covers and bind the documents based on various standards. In addition, through the accurate measurement of device usage, it was determined that the accounting department would benefit with their own dedicated unit. Ricoh added an additional small multifunctional device to bring even greater productivity improvements to that department.

McQuarrie Hunter LLP was so impressed with Ricoh that its Managing Partner, Tako van Popta, mentioned Ricoh at the Grand Opening in March - an event that was attended by the Mayor of Surrey as well as several important land developers.

“Overall, this is a massive improvement. While there are capital costs associated with such an upgrade, we are recouping costs with greatly improved bill-back and productivity as well as energy and paper savings,” says Jacobs. “Ricoh did an exceedingly good job in terms of researching the firm’s needs and putting together a fantastic proposal, and then setting up a system that exceeded our expectations.”



About RICOH Canada Inc.

For more than 20 years, Ricoh has led the office automation industry in creating environmentally friendly products and in promoting partnerships among government, industry and environmental groups. Ricoh is an environmentally responsible company that is consistently listed in the Global 100 Most Sustainable Corporations in the World.

Ricoh Canada Inc. is a leading provider of document solutions. With its head office in Toronto, Ontario, Ricoh Canada Inc. is a wholly owned subsidiary of Ricoh Corporation and employs more than 2,100 employees nationwide.

Information about Ricoh's complete range of products and services can be accessed on the World Wide Web at www.ricoh.ca