



Case study

PRINT ROOM & MAILROOM OUTSOURCING

Overview

A prominent international law firm, spanning 40 offices and 28 countries globally, is an early adopter of advanced technology.

They focus on innovation and smart practices to improve staff productivity, reduce costs, and lessen the workload and pressure of daily management responsibility. They are constantly striving to improve their internal processes and meet the diverse challenges that their clients face.

Challenge

As part of their continuous improvement model, the law firm took to reviewing their in-house print room operations. These operations had been partially outsourced; however, the firm would still maintain control over the day-to-day baseline management. Although this hybrid-solution was efficient in some means, it also created inconsistent cost tracking and billing methods. Increases in the volume of mail and print room traffic, without improvements to equipment and a revision of the core process, led to inefficiencies in motivation, compensation and accountability amongst the team.

As part of the re-evaluation, the law firm needed a complete assessment of their in-house mail and print room expenses, in order to uncover potential hidden costs and overheads, as well as to maximise their productivity and profitability.

Solution

For the law firm, the clear solution was to adopt a full-service model. Part of this re-evaluation discovered the need for state-based supervisors on site that were trained and trusted, with reliability in securely handling document volumes.

TIMG is a market leader, and an ISO certified legal copying company. Our proprietary job management software ensures transparent, real-time document tracking. Our 24/7 service manages all jobs, including changes of instructions, and incorporates 360-degree auditing capabilities. Our personnel improve the efficiency and tight turnaround of tasks, which in turn relieves the internal administration from bearing the responsibility of print room staff and deadlines. This then leaves the law firm to focus on their core business, with the assurance that back-office operations are running to optimal efficiency, productivity and with full accountability.



Benefits of Full Commercialisation



Improve print room efficiencies:

- ✓ Copying
- ✓ Scanning
- ✓ Paginating
- ✓ Court and appeal book preparation.



Streamline mailroom services:

- ✓ Sorting
- ✓ Distribution of correspondence
- ✓ Purchasing of stationery
- ✓ Physical document delivery
- ✓ Data entry
- ✓ Coding of incoming invoices.

The TIMG long-standing internal security policy ensures that TIMG always use their own fully police-checked staff. This level of protection guarantees to the client, that their documents would have the strictest confidentiality and document security.

TIMG print rooms comply with best practice Corporate Social Responsibility, meaning that we use Australian paper with the highest recycled content on the market.

This strategic partnership gave the law firm more flexible printing and mailroom services, improved their cost recovery, and in turn, drove down their overall costs and risks.

Contact us

The TIMG Managed Service offering helps clients to save time, money and stress in the future. To find out more, please contact us:

 1800 464 360  sales@timg.com  timg.com

timg[®]