

Digital Photocopiers & Print Management Software



Thorntons Law LLP



In January 2007, Thorntons Law LLP, one of Scotland's largest, fully integrated law firms - moved its Dundee HQ to stunning new offices in Whitehall House, having previously resided in more traditional legal offices in the City.

Elevated to 4 floors with views over the River Tay, the impressive glass fronted building was deserving of the most sophisticated office technology to facilitate easy, consistent and smooth document distribution for the office's 200 employees.

“What Concept did for us...”

- Consistent model of Canon MFP throughout for ease of use and familiarity
- eCopy integrated on MFPs to ensure secure distribution of documents
- UniFLOW secure print release for output of confidential documents at any MFP
- UniFLOW reporting to keep track of all print and copy jobs
- Consultative approach throughout with full training and ongoing support after implementation

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“Concept has been completely professional, responsive and flexible throughout, providing us with a full migration plan and a technical team that instilled huge confidence. Ultimately, Concept has helped us to successfully achieve our objectives.”

Sarah Blair, Director of I.T.
Thorntons LLP

The Challenge

Thorntons' relocation provided an opportunity to upgrade their existing technology, which had reached the end of its lifecycle. Up against several other suppliers in the tender process, Concept won the contract to replace all the basic copiers and printers with a sophisticated Document Distribution Solution built around today's more powerful, Canon multifunctional printers (MFPs). The new MFPs would offer Thorntons more flexibility because of their additional scanning and network printing capabilities, as well as cost savings. To develop the solution, Concept supplied 16 MFPs, along with the latest electronic Document Distribution software eCopy and its own training and sales support. Concept also supplied the latest Uniflow solution to provide secure release printing and copying for complete security and peace of mind.



The Solution

Sarah Blair (Director of IT) explains: "Concept's Canon MFPs were the best available, offering the right solution and integrating with our existing technology better than those of the other suppliers. Their pre-sales professional services team demonstrated a real understanding of our document workflow, and what we needed to do to make our day-to-day paper handling processes more efficient. Security, financial considerations and ease of use were other critical factors: Concept ensured that all information distributed over our network was done securely - vital for a law firm dealing with confidential matters - and they also delivered the best solution that met all of our requirements. The secure release functionality for printing delivers many benefits, which include being extremely intuitive to use and not requiring a separate print station."



The Benefits

Once the move was complete, Concept's Professional Services came on site to help Thorntons' employees learn how to use the new technology, easing the cultural change associated with introducing centralised printing, copying and scanning. It was particularly important that Concept made training available to all staff, including fee earners, as they often work late on lengthy, critical documentation, and hence need to know how to operate the technology without disruption.

A key change at Thorntons since its relocation has been how documents are distributed internally, as well as to clients and third parties. Facilitated by the additional functionality of the Canon MFPs - specifically its eCopy capability - there has been a growth in scanning volumes as employees increasingly look to create digital PDF versions of hard copy legal documents. Once in a PDF format, eCopy allows easy transfer of the document from the MFP to their desktop for fast and secure saving into the firm's document management structure or for distribution by email.

To facilitate document accounting at the firm, Thorntons has linked Uniflow to each MFP. Uniflow is essentially a connector that asks users to input a network log-on and password, enabling the company to conduct an audit trail for every copy, print, scan and eCopy task that is carried out.

The MFPs have proven so successful that the firm has also introduced a further 3 devices into their remote offices and are hoping to replace all of its legacy printers and copiers with Canon MFPs in the future. Looking ahead, Thorntons is preparing to integrate eCopy with its document management system, once installed, to further streamline business processes.

Concept's high quality office technology solution is, today, one of numerous important factors helping Thorntons achieve its goal of providing an efficient and excellent legal service to its clients.

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