



IKON Case Study

Sandberg, Phoenix & von Gontard, P.C.

Outsourcing Allows Firm to Focus on Core Competency

CHALLENGE

- Poor in-house management of document projects
- Lack of expertise and training
- Inefficient processes
- Costly off-site production engagement

SOLUTION

- On-site managed services including mail and copy center
- Off-site document production for large projects
- Bates labeling
- Scanning
- Central phone answering service
- Conference room set-up
- Incoming fax routing
- IKON Service ExcellenceSM award-winning service methodology

RESULTS

- 50% estimated reduction in related expenses
- Increase in efficiencies and productivity
- High user acceptance
- Focus on core competencies
- New services and technology

Sandberg, Phoenix & von Gontard, P.C. was founded in 1979 by nine attorneys. Today, Sandberg Phoenix has a team of over 65 attorneys, 16 paralegals, and well over 80 staff members, in three locations. The firm provides legal services across four main practice groups: Business, Business Litigation, Products Liability and Health Law — Medical Malpractice. Sandberg Phoenix has been recognized with numerous awards, including a listing as a “Go-To” Law Firm for 2008 by an annual survey of in-house counsels at Fortune 500 companies, sponsored by Corporate Counsel magazine.

CHALLENGE

As their firm grew, Sandberg Phoenix quickly realized that they needed a document management strategy to manage their processes more efficiently, as well as gain expertise in best practices. While employees handled minor copy jobs, the large volume of projects which had to be sent off-site proved costly. In addition, mailroom and facilities services were managed by employees who lacked appropriate training and expertise.

“A lot of my time was spent managing people,” said Jeffrey L. Feltz, Director of Finance and Facilities. “And whenever people were out or left the firm, we had to hire temporary workers who did not receive the proper training.”

SOLUTION

After a thorough review of several vendors, and one failed partnership, Sandberg Phoenix turned to IKON Office Solutions to find a solution to their document management challenges. At the time, IKON was already a trusted partner, having worked with the firm to procure and support their document output hardware solutions. IKON was also able to dedicate more resources to the project than other vendors previously engaged. In addition, IKON had demonstrated a deep commitment to the legal industry through active involvement with the local ALA (Association of Legal Administrators) chapter. IKON's strong off-site capability was also a deciding factor.

“IKON won our business on the strength of their national presence and expertise in the legal industry.”

Jeffrey L. Feltz
Director of Finance and Facilities



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"IKON won our business on the strength of their national presence and expertise in the legal industry," said Feltz. "They came highly recommended by other law firms we consulted during our selection process."

IKON designed a new on-site center, staffed with five full-time employees to process mail and copy services, as well as conference room set-up, phone answering service, and routing of incoming faxes.

IKON also implemented a new Bates labeling program to produce labels electronically on-site. Today, a large volume of scanning is being performed, to feed electronic files into the firm's new document management system.

In addition, the firm is able to utilize IKON's off-site production centers for large copy jobs, and be assured of the same quality and accuracy as jobs produced on-site. "We are very happy with IKON's ability to quickly and effectively process large projects at their off-site locations," said Feltz.

IKON strictly follows its award-winning service methodology, known as "IKON Service Excellence," to drive the quality, performance and delivery of each and every project.

RESULTS

By outsourcing their document management services with IKON, Sandberg Phoenix has seen substantial cost savings, with related expenses reduced by half. The firm has even been able to pass on savings to their clients, and hire additional personnel. Sandberg Phoenix expects this will continue as IKON continues to present new ideas for efficiency and savings.

"Our outsourcing engagement with IKON allows us to run our business much more smoothly and efficiently," said Feltz. "We are now able to focus on our own jobs and responsibilities, to the benefit of our clients. At the same time, we have better control over our projects."

Sandberg Phoenix also appreciates the new services they have been able to offer their employees, such as quality color output, electronic faxing, and a centralized phone answering service. "Our employees were initially reluctant, but they quickly embraced IKON. They appreciate the convenience of an experienced team handling document projects and key facility services for them," said Feltz.



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