



legal

## CHALLENGE

- Seeking outstanding service from facilities management vendor
- Need to maximize efficiencies
- Need for on-site staff training
- Need for fast service turnaround time
- Looking for proactive and innovative solutions from vendor
- Need to become more environmentally responsible

## SOLUTION

- On-site managed services including copy and mail center
- IKON Service Excellence<sup>SM</sup> award-winning service methodology
- IKON TRAC Solution<sup>SM</sup> enterprise management application
- Fax Forwarding solution
- Office and equipment management support

## RESULTS

- Improved efficiencies and productivity
- Reduction in related expenses
- Fast equipment service turnaround
- Environmental sustainability
- New services and technology
- New ideas and solutions

## Pierce Atwood LLP

### Innovative Enterprise Management Solution Promotes Environmental Sustainability

#### ABOUT THE CUSTOMER

Pierce Atwood LLP is a leading New England commercial law firm, recognized nationally and internationally in selected areas of expertise, with more than 125 attorneys in seven locations. The firm's clients range from regional and local enterprises, utilities, financiers, middle-market companies, entrepreneurs and individuals to Fortune 500 companies, multinational corporations, and foreign governments. Pierce Atwood has won numerous accolades, including being named as a Go-To Law Firm for Litigation by *Corporate Counsel* 2007.

#### CHALLENGE

Pierce Atwood was looking for a facilities management vendor to provide outstanding service, and in particular to bring proactiveness and responsiveness to the relationship. The vendor would also need to be able to support its on-site team with appropriate training, recognition and communication. Turnaround time to service equipment needed to be less than four hours. Pierce Atwood was also expecting proactive efforts by the vendor to propose cost saving initiatives. The firm was looking for innovative ways to improve document workflows, not only to reduce costs and improve productivity, but also to promote environmental sustainability.

#### SOLUTION

Pierce Atwood chose IKON to provide on-site managed services in their headquarters location in Portland, Maine. IKON hired existing employees to staff the firm's copy and mail center.

*"The IKON TRAC Solution is a great tool that has enabled us to automate our processes and use less paper."*

Christopher Supple, Office Services Manager

## Pierce Atwood LLP

The on-site team received training on IKON's award-winning service methodology, known as IKON Service Excellence, to drive the quality, performance and delivery of each and every project. IKON Service Excellence is designed to empower employees to excel through effective tools, training, recognition and communication. This powerful methodology also drives account management teams to focus on adapting to a client's changing business objectives, industry practices and new technologies.

In addition, the IKON TRAC Solution, a complete enterprise management application, was implemented on-site. The IKON TRAC Solution is a unique web-based application designed to manage resources, assets and services, and maximize operational efficiency. It also provides real-time measurement of key performance indicators of IKON Service Excellence.

Pierce Atwood uses the solution for electronic copy submission, accountable mail tracking, management of assets, contracts and supplies, and request for files stored off-site. "The IKON TRAC Solution is a great tool that has enabled us to automate our processes and use less paper," said Christopher Supple, Office Services Manager. "It is a nice work order process that is fully automated and can be accessed across several locations, with minimal disruption to our day."

IKON also consolidated fax devices into multifunction devices and automated centralized fax distribution with an inexpensive and effective "fax forwarding" function.

In addition, the on-site team of IKON professionals provides support beyond traditional copy and mail services. They help coordinate access to the firm's closed files which are stored off-site. They manage office supplies order and inventory. They support audio and visual set-up services. They also help maintain the large number of convenience copiers across all locations, making sure that they are serviced as needed and that their performance is optimized. Equipment is now typically serviced within three hours. "The IKON team is the reliable and experienced pair of hands we can count on," said Supple. "They are always ready to help, and eager to get involved."

### RESULTS

The implementation of the IKON TRAC Solution, with web submission and real-time access to project status, has helped increase productivity for Pierce Atwood's employees. "Our staff are able to get more done confidently and focus on their core competencies," said Supple.

With fewer devices needed, and a reduction of paper consumption with double sided printing, the IKON TRAC Solution, and the fax forwarding function, Pierce Atwood has not only realized measurable cost savings, but also become more environmentally responsible.

Pierce Atwood is also happy with the proactiveness of the local IKON management team in suggesting new ideas and innovative solutions to help maximize efficiencies. "We know we can rely on IKON to assist us as we explore new, more efficient ways to run our business," said Supple.

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