



#### CHALLENGE

- In-house service after a failed relationship with an outsourcing vendor
- Lack of coverage for staff vacation and leave
- Lack of training for staff
- Inefficient processes

#### SOLUTION

- On-site managed services including mail and copy center
- Off-site document production for special projects
- IKON Service Excellence<sup>SM</sup> award-winning service methodology
- IKON TRAC Solution<sup>SM</sup> enterprise management application

#### RESULTS

- Improved efficiencies and productivity
- High user acceptance
- Focus on core competencies
- New services and technology

## IKON Case Study

### McDonald Hopkins LLC

#### Outsourcing Relationship Helps Fuel a Growing Practice

With more than 130 attorneys in Chicago, Cleveland, Columbus, Detroit, and West Palm Beach, McDonald Hopkins is a business advisory and advocacy law firm focused on business law, litigation, restructuring, and estate planning. Founded 75 years ago, the firm is currently a top ten law firm in Cleveland. The firm has added four locations to its footprint since 2004. Despite a down economy, the firm continues to expand and hire.

#### CHALLENGE

McDonald Hopkins was managing document and office functions internally after a failed relationship with an outsourcing vendor. However, the firm had become concerned with costs and inefficiencies associated with managing these functions in-house. They did not have the resources for adequate staff training or coverage when an employee was sick or on vacation. McDonald Hopkins realized that they needed to find the right partner with the expertise and experience to manage their document management processes for them, so that the firm could better focus on the practice of law.

#### SOLUTION

The firm carefully reviewed several vendors, before deciding to engage IKON to provide managed services and equipment. "The other vendors we looked at did not have the large platform that IKON offered — IKON was clearly ahead," said William Lindow, Executive Director. "IKON had the expertise required and the ability to staff with the right people as well as backfill these positions." Today IKON manages the copy and mail center, as well as other ancillary facility services, for the firm's Cleveland location. In addition, IKON's best-in-class technology and workflow solutions are used in the West Palm Beach, Detroit, and Columbus locations to maintain consistency, firm-wide. Special and overflow projects are managed by IKON's large national network of off-site litigation support and document processing centers.

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*As a result of its outsourcing engagement with IKON, McDonald Hopkins has been able to commit fewer resources to manage their document processes, and instead rely on the expertise of a partner with more than twenty years of experience in the legal industry.*



**Document Efficiency  
At Work.<sup>®</sup>**

A RICOH COMPANY

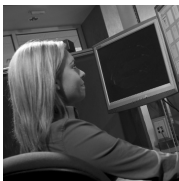


## IKON Case Study

IKON follows its award-winning service methodology, known as IKON Service Excellence, to drive the quality, performance and delivery of each and every project. The firm also uses the IKON TRAC Solution, a unique enterprise management solution that centralizes and automates the tracking, monitoring and management of assets, people and processes, ultimately enabling increased efficiency, enhanced communication, cost optimization, and better business results. McDonald Hopkins uses the copy and mail modules of the IKON TRAC Solution. The copy service module allows users to submit any copy job request online, from generic to complex. The system tracks production and delivery of the job, and calculates pricing for estimation and invoice. The mail management module tracks any mail item from receipt through delivery. It allows the user to view mail activity history and run real-time, customizable reports to meet unique requirements.



*“IKON had the expertise required and the ability to staff with the right people as well as backfill these positions”*



### RESULTS

As a result of its outsourcing engagement with IKON, McDonald Hopkins has been able to commit fewer resources to manage their document processes, and instead rely on the expertise of a partner with more than twenty years of experience in the legal industry. “We can now focus on our core competencies and our jobs,” said Lindow.

“The firm is very happy with the level of service provided by IKON, and there is a sense of ownership by the IKON team to solve any problem that arises,” said Lindow. “They are very proactive in making sure our expectations are met. We constantly get favorable comments from the staff and the attorneys. The quality of the IKON team is really central to its success.”

“The firm is also pleased to have the IKON TRAC Solution as an invaluable resource to track projects and assets, and get real-time measurement of IKON’s performance. This is truly a unique application which would be difficult and costly to procure otherwise,” said Lindow.

McDonald Hopkins and IKON continue to work closely together today to assess the firm’s operations and further streamline their processes.

