



Background

An Australian law firm based in Sydney with over 30 employees, Champion Legal has many years experience in the legal field with particular strengths in dispute resolution and litigation. Stratatel Softlog, a Canon Australia solutions partner, has been supplying expense management solutions to this organisation for more than 20 years.

The Issues

As a law firm, Champion Legal was faced with the ongoing challenge of tracking, monitoring and allocating printing costs. The manual entering of data and the expenses of running printers as well as copiers were a major concern.

Prior to implementing the solution, Champion Legal could only track photocopying costs but not printing.

“Most documents are delivered electronically these days so business practice has moved largely from photocopying to printing. Not being able to recover printing costs from our clients became a major strain on our administration costs,” said Merrilyn Duckett, Administration Manager, Champion Legal.

All costs that were recorded were tracked and integrated manually which made the process inefficient and time consuming.

Champion Legal required a solution that could effectively automate the cost of every printed and copied document within the firm. It also needed a system that would improve the administrative time associated with processing the costs that it recoups from its clients.

Enhanced visibility over printing costs and improved accountability were a core need for Champion Legal’s solution.

At a glance

Company

Champion Legal
www.champion.com.au

Industry

Legal

Canon products used

Softlog. Enterprise

Benefits

Increased print recovery levels by over 75%
Eliminated need for additional cost recovery workstations and hardware
Increased accuracy and productivity



The Solution

Stratatel & Canon Australia considered the needs of Champion Legal and found that Softlog could provide a more efficient solution to track their printing costs.

Softlog allowed the organisation to effectively automate their processes with a complete expense management solution using Softlog.Onboard.

Softlog.Onboard, built to utilise Canon's MEAP embedded technology, effectively monitors, controls and automatically prices the substantial volumes of printed documents on the organisation's multifunction printer (MFP). It provides the organisation with a clear overview of all internal device costs as well as all production costs that are recouped from clients.

The Results

Champion Legal has seen remarkable results arising from the implementation of Softlog.Onboard. In the past months, it managed to increase its print recovery levels by over 75%.

"For a small business to be able to recover up to 75% of admin costs per month has a major impact to our bottom line over a 12 month period," Marilyn said.

Through the powerful Softlog.Onboard solution, the organisation has also eliminated the need for additional cost recovery workstations and hardware. Staff can now make selections directly via the embedded touch screen on the MFP.

Champion Legal has found that the Softlog.Onboard solution is a real improvement to the previous PC hardware as the solution is completely integrated and works seamlessly as well as being easy to use. Softlog's excellent service and support is also highly valued by Champion Legal's employees.

"The systems aren't intrusive to our employees' normal work functions so they accept the fact the system is there, they understand the importance of recouping a large administration cost and if there is ever an issue, the Softlog support system is efficient and will generally have it sorted in half an hour."

"Switching to an automated system has not only improved accuracy but has also increased productivity as we have been able to move admin staff to more productive tasks. What used to take a team of seven people has now been reduced to four," she said.

Overall Champion Legal has implemented a powerful system that provides complete transparency, achieves improved results, delivers administrative efficiency and acts as a tool to successfully monitor internal expenses. Due to its modular design, Softlog.Onboard was able to meet the organisation's business needs.

“Switching to an automated system has not only improved accuracy but has also increased productivity.”

- Marilyn Duckett

For more information on Canon's business solutions visit
www.canon.com.au/en-AU/Business

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