SERVICESCALER APPLIES PRINT TRACKING SOFTWARE THAT ALLOWS YOU TO CLAIM DISBURSEMENT COSTS AGAINST EACH MATTER AUTOMATICALLY
CASE STUDY

OVERVIEW

A law firm approached ServiceScaler because they were having difficulty tracking their printing expenditure in the granular detail required to meet the legal profession uniform law. Their priority was to start disbursing their print, copies and scans back to their clients because bearing the costs of printing internally was affecting their bottom line. ServiceScaler proposed and delivered the cost recovery solution to the client for approximately 1/10th the cost of acquiring the software through the incumbent print provider.

BENEFITS

ServiceScaler deployed Papercut MF software at the request of our client because their firm wanted complete visibility across all their team and devices printing provisions. Capturing this data allowed them to start disbursing the cost of printing back to their clients. This has turned a matter cost, into an additional revenue source. The entire solution was delivered remotely, including the integration to ActionStep.

PROBLEM

Our client didn't have printing figures that would be considered accurate enough to claim disbursements costs back from their clients. They wanted to use Papercut MF, a print tracking solution that can be integrated into their two MFD's (photocopiers) and their practice management system, Actionstep.

SOLUTION

Our client now has a cost recovery solution in place that allows them to automatically allocate all print, copy, fax and scan transactions to individual matters for disbursement. The integration to ActionStep allows them to select the matter from a list, and the copier integration allows tracking of both paper sizes, and colour printing.

RESULTS

- The firm can not track and disperse prints, copies, faxes and scans against individual matters without manually having to do anything,
- It is now their client's responsibility to pay for print costs versus bearing these internally,
- Saved money by not having solution delivered by print provider.