

Case Study: Backhouse Solicitors Ltd

Significant savings and increased productivity





The Company

Backhouse Solicitors was founded in 2005, and quickly established themselves as one of the most successful and largest employment law teams in Essex.

In June 2015, Backhouse Solicitors merged with Duffield Stunt Solicitors in Chelmsford, creating a modern and forward thinking legal firm offering high levels of expertise and service to individuals and businesses.



The Challenge

Following the merger, Backhouse Solicitors were left with three multi-function print devices from two separate suppliers. Backhouse Solicitors were unhappy with how much the current MFPs were costing them and experienced service and connectivity issues on all three devices.

One machine wasn't printing correctly, another couldn't scan to the server, and once it did scan, it soon forgot the file path, which caused the IT department to re-connect all over again. The service provider at the time was also slow to assist with these problems, impacting workflow.

The service issues alone were causing Backhouse Solicitors time and money. With staff not being able to perform their roles efficiently and excessive print costs, the organisation's back office was being restricted.

The Solution

EBM Managed Services conducted a print audit, where all costs and function issues were examined. EBM Managed Services found that the current set up was costing Backhouse Solicitors Ltd more than £3,050 per quarter in copy and leasing costs alone. Coupled with the back office team device uptime issues, which was not factored into calculating this figure, the actual monthly cost to the business would be far higher.

EBM Managed Services proposed three new Konica Minolta MFPs as the leases being held were expiring or had expired. With these new MFPs, the service issues were resolved and with EBM's superfast support team, any future defect calls will be dealt with remotely within 30 minutes and onsite within four hours.



The Benefits

Possibly the best outcome for Backhouse Solicitors Ltd is that, along with the new machines and vastly improved support service, they have saved £1,813.51 per quarter, which equates to £36,270.20 over five years.

Productivity has also increased, as the back office team and IT support are no longer dealing with scanning or printing issues on a regular basis.

Backhouse Solicitors will also benefit from the EBM guarantee. We are that confident in our excellent customer service that every Service Level Agreement (SLA) is guaranteed to be met, or our customer will get their money back!





“While we knew our legacy devices were costing the business both time and money, we had no idea just how much money we could save by replacing these devices. We are delighted that we have the potential to save over £36,000 on print and leasing costs in the next five years, and since the new devices were installed, productivity has increased now that the legal teams have what they need to run efficiently.”

Ben Backhouse, Chief Financial Officer, Backhouse Solicitors Ltd



“The existing multi-function printers were unreliable and costly to run. In a business environment where printing is an integral part of day-to-day operations, the slow service response impacted the back office team and cost Backhouse Solicitors time and money. Once the print audit had identified just how much could be saved, we implemented a solution with three brand new devices capable of high volume printing to reduce downtime and cut costs significantly.”

Mark Bailey, Managing Director, EBM Managed Services



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