Canon technology helps a law firm address its billing challenges.

This New York City law firm specializes in distressed debt transactions. The dynamic firm works with leading financial services clients on a regular basis.

The Challenge

One of the key challenges for law firms and other professional services companies is keeping track of expenses so that clients can be billed for them. In a paper-intensive environment like a law firm, these expenses can be significant—so, too, can the profits realized when clients are accurately billed for these services. At the time that it engaged Canon, the law firm had a competitive multifunctional device and five single-function desktop printers. To bill clients for printing, the office manager would retrieve print data manually, after which the information generated would no longer be available. The process was time-consuming and error-prone, which negatively impacted the accuracy of clients’ bills. With a current count of more than 200 cost centers, the law firm expected that number to grow to more than 500, and so it was looking for a better way to track its output.
The Solution

After carefully reviewing the law firm’s requirements, Canon developed a print solution that neatly solved the problems the firm was experiencing. A Canon imageRUNNER device with the Universal Send feature formed the backbone of the solution, as it satisfied all of the firm’s functional requirements. But the key to successfully solving its challenges was uniFLOW Output Manager—configured to include the Remote Print Server, Statistics Module, and MEAP Client Login Manager. A carefully structured document workflow allowed users to print to the uniFLOW queue, then select the cost center for each print job before the prints were made, ensuring accurate billing for clients. Users were also prompted for cost center information when making copies, so every print made on the imageRUNNER device is charged back correctly. Best of all, the law firm’s Office Manager can now run reports on demand, and the information is always accessible.

The Results

Aside from imageRUNNER class-leading quality and reliability, the Canon solution has proven to be the ideal fix for the firm’s challenges. Law firms’ clients demand accurate billing, and because the uniFLOW software is now monitoring this firm’s output, its bills are once again accurate. Staff no longer needs to waste time manually retrieving reports from multiple devices, spend hours correcting mistakes, or research print jobs that are missing cost center information. The firm’s office manager is delighted with how easy uniFLOW is to use and plans to add additional uniFLOW functionality over time.