



HUGHES & CO. LAWYERS & CONVEYANCING

Cost recovery made easy

As you might expect in the legal industry, Central West law firm, Hughes & Co. Lawyers & Conveyancing, is a document heavy business. With a large number of documents moving through the business on a daily basis, finding an innovative and automated solution to print management and associated cost recovery was a key priority for the firm.

AT A GLANCE

Legal Services

Hardware

Canon iR ADVANCE C5250 and 5035 multifunction printers

Software

uniFLOW print management and cost recovery system, including integration with LEAP Legal

Benefits

Improving productivity with automatic transfer of print costs to LEAP which is directly added on each client invoice

In a month, one office can recoup over \$4000 in print costs

Challenges

The firm's existing software management platform, LEAP, offered client accounting and billing, but as Hughes & Co. Lawyers & Conveyancing was not able to track print costs, the software could not assign them to a specific client. And this was costing the firm time and money.

"With so many documents being printed and scanned every day, one of our biggest challenges was having insight into what we were printing, verifying and substantiating these items and assigning to a client. With no way of reporting on print costs, we were managing our cost recovery manually, which was labour intensive and susceptible to human error" says Solicitor and the firm's Director, Stephanie Hughes.

Solution

As an innovative firm, Hughes & Co. Lawyers & Conveyancing understands the importance of embracing technology to increase productivity and reduce costs, so they approached Inland Digital to create a solution.

"We are a cost-effective firm, with high attention to detail and fast turnaround" says Hughes. "Inland Digital offers the same level of service to their clients – and we quickly recognised their ability to partner with us on a solution that would meet our needs today and grow with us tomorrow."



“Our print management system is now fully integrated with our practice management software, giving us an accurate, real-time, accounting solution for print, scan and copy cost recovery.”

Stephanie Hughes, Solicitor and Firm Director
Hughes & Co. Lawyers & Conveyancing

“Real-time reporting is also a real highlight for me, as I can easily access reports, check print and copy costs by matter number, and even drill down to what device and office” says Hughes. “We found it so effective, we have since had Inland Digital roll it out in our second office.”

Inland Digital worked closely with Hughes & Co. Lawyers & Conveyancing to understand the nature and needs of the business and review the existing print infrastructure. This deep understanding of the business, combined with a partnership approach, enabled Inland Digital to deploy the right combination of print management software, multifunctional devices and real-time reporting to solve Hughes & Co. Lawyers & Conveyancing’s challenges. “Inland really partnered with us, took the time to understand our business and future needs to make suggestions on more efficient, multifunctional devices that better suited our requirements and complimented our existing devices” says Hughes.

The print management system, uniFLOW, connects directly into the existing LEAP platform, fully automating the cost recovery process. “Our print management system is now fully integrated with our existing practice management software. Print and copy costs are set-up in uniFLOW to automatically flow into LEAP, so when we can scan, print, or copy a document, we can allocate it to a matter number or internal administration automatically,” Hughes explains.

Hughes & Co. Lawyers & Conveyancing was one of the first firms to use the uniFLOW connector

for LEAP software, and while there were a few teething issues during the transition, they felt supported at every step. “I was impressed with how Inland Digital managed the implementation and went above and beyond to make the project a success” says Hughes.

Results

With the right devices and a fully integrated management system in place, Hughes & Co. Lawyers & Conveyancing is now reaping the benefits – saving time and money. So much so that the same solution has been implemented in its Parkes office.

“We have an accurate, real-time, accounting solution for our print, scan and copying cost recovery. Some months, one office can recoup over \$4000 in just print, scan and copying costs, which is significant” says Hughes.

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