

Case Study

# Maliganis Edwards Johnson optimises office performance with Ricoh Print Management Solution.

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# Executive summary

Founded in 1985, Maliganis Edwards Johnson (MEJ) has evolved into one of Canberra's leading personal injury law firms. MEJ's team of experienced lawyers offers support for clients in a range of circumstances including construction site accidents, child abuse, motor vehicle accidents, public liability and workplace injuries.

With a team of 65 people, typically working concurrently on around 900 active matters, they rely on a range of paper and electronic file workflows. Large numbers of documents are also scanned and managed electronically.

As the firm's cases involve large volumes of paper-based information, MEJ is heavily reliant on its fleet of multi-function printers. In 2017, the firm made the decision to install a range of printers from Ricoh. To enhance reliability and reduce the risk of downtime, MEJ decided to enter into a managed print service agreement with Ricoh. This included pre-emptive servicing of the devices, with a local Ricoh technician performing regular site visits to ensure the fleet rarely experiences any breakdowns and can support the firm's high paper output requirements.

## Quick facts

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|------------------|--|
| • Sector:        | <b>Legal</b>   |
| • Established:   | <b>1985</b>  |
| • Headquarters:  | <b>Canberra</b>  |
| • Employee size: | <b>65 staff</b>  |
| • Website:       | <b><a href="https://mej.com.au/">https://mej.com.au/</a></b> |

# An overview

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## Key highlights

- Improved efficiency and office productivity, with a reliable infrastructure
- Optimal device performance, with reduced downtime and minimised interruptions to staff
- Supporting the local economy with the reliability of an international brand
- Minimised energy consumption with the IM C Series.

## Products & Solutions

- Four Ricoh IM C6010 multi-function printers (MFPs) are the backbone of the firm's print infrastructure
- An additional five Ricoh IM 550 MFPs provide further support for print jobs
- Ricoh IM C400F colour MFP that supports specialised print jobs.
- For the printing of identification documents the firm utilises a Ricoh P C600.



# The challenge

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## Ensuring printer fleet can support the firms growing paper-based workflows

With numerous large documents exceeding thousands of pages, it is vital for MEJ to have a high-quality, reliable printer infrastructure. The firm currently has in place four Ricoh IM C6010 MFPs, five Ricoh IM 550 MFPs, a Ricoh IM C400F colour MFP and a Ricoh P C600.

*"We need to ensure that our entire printer fleet is operating at peak performance all the time," said Ms Smith. "Any breakdowns or disruptions can have a negative flow-on effect for our workflows and client service."*



# The challenge

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MEJ Practice Manager Corinne Smith advised, despite an ongoing digitisation of workflows, the firm is still reliant on paper.

*"Briefs to legal counsel and clinical notes for clients can often run up to 10,000 pages in length," she said. "We have had a standard order for 50 reams of A4 paper each week for as long as I can remember."*

Recognising this, MEJ sought to partner with a business that shared their commitment to sustainability. Ms Smith advised, the firm has a policy of preferencing local suppliers, however an exception was made when it came to Ricoh.

*"Although Ricoh is an international firm, they have great local representation in Canberra who provide an exceptional level of service, so we have taken a decision to remain with them as our print provider."*

Maliganis Edwards Johnson Practice Manager **Corinne Smith**

# The solution

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## Adopting a proactive approach to printer management and maintenance keeping business operations flowing seamlessly.

To achieve optimal performance from its printer fleet, MEJ has entered into a managed print agreement with Ricoh. The devices are supported by the Ricoh team locally within Canberra. This entails a Ricoh service engineer attending the site twice a week to review the devices and perform any necessary maintenance. If any potential problems are noticed, parts are ordered and installed before any issues actually occur.



“It’s really a ‘prevention’ rather than ‘cure’ approach, Ricoh can spot any issues with the devices before they cause us any problems and undertake needed remediation.”

Maliganis Edwards Johnson Practice Manager  
**Corinne Smith**

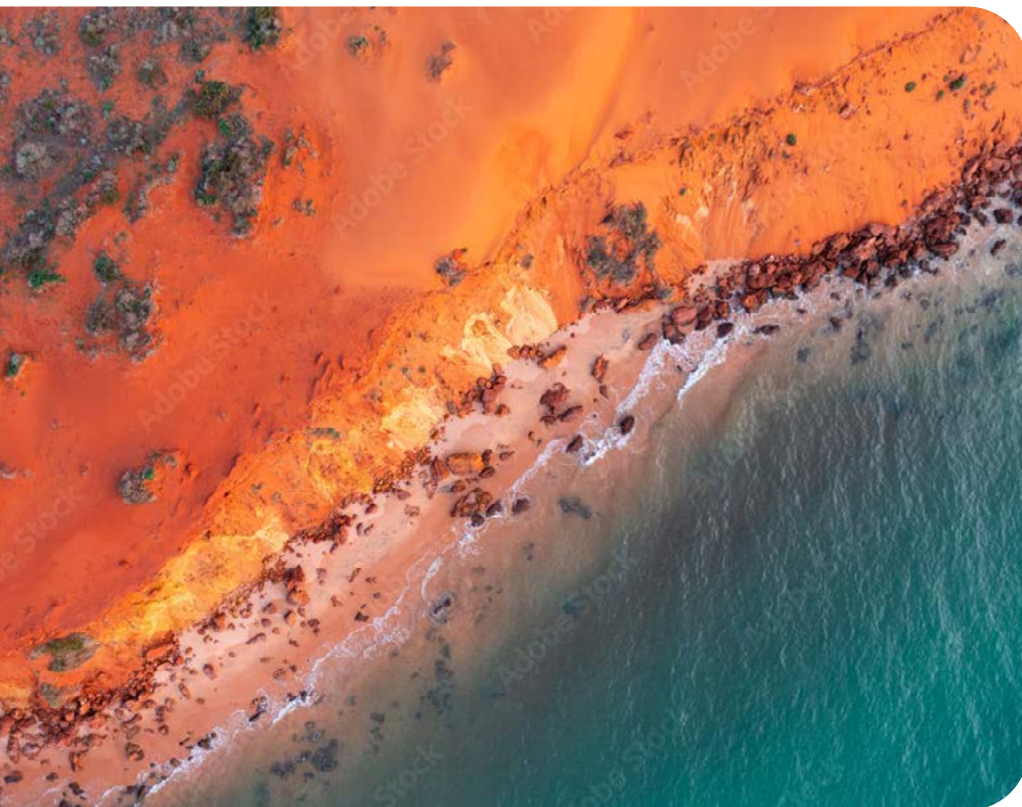


# The solution

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## Maximising business efficiency while minimising the environmental impact with Ricoh IM C series.

Striving to reduce their carbon footprint, MEJ wanted a solution that was environmentally friendly. The Ricoh IM C Series, with its low-melt toner technology and lower typical electricity consumption (TEC) values, met MEJ's requirements by reducing energy consumption. The inclusion of the IM C6010 MFP in their print infrastructure, featuring sustainable packaging and reduced power consumption in Ready and Energy Saver Modes, demonstrates MEJ's commitment to sustainability while enhancing overall business efficiency. The model's Gold Climate + EPEAT rating further reinforces its environmental credentials.



# The outcome

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## **A reliable, high-performance printer fleet maintaining consistent efficiency and supporting smooth operations.**

Thanks to the printer fleet and the associated managed print services agreement, Ms Smith said the firm very rarely has downtime caused by printer outages.

“This significantly helps our productivity levels and keeps our busy office on track. Ricoh consistently provides us with a very professional standard of support.”

Maliganis Edwards Johnson Practice Manager **Corinne Smith**





## Future plans

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Ms Smith said she anticipated the strong working relationships between MEJ and Ricoh would continue for many years to come. "We have a great working relationship with the company," she said. "Ricoh can spot any issues with the devices before they cause us any problems and undertake needed remediation".

"Printing is going to remain a necessary part of our business and so working with Ricoh is an integral part of how we operate."

Maliganis Edwards Johnson Practice  
Manager **Corinne Smith**



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and grow your business.



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