

Case Study

Empowering BDN Lawyers with a Smarter Digital Workplace



Executive summary

Established in 1923 following the merger of two firms, BDN Lawyers is one of Australia's oldest legal practices. With offices in Canberra and Queanbeyan, the firm supports both personal and business clients across a broad range of legal services, including conveyancing, personal injury, criminal law and commercial law.

Over the past 18 years, BDN Lawyers has partnered with Ricoh to ensure its technology continues to evolve in line with the firm's operational needs. From reliable print infrastructure to high-volume scanning and hybrid meeting capabilities, Ricoh has worked closely with the firm to implement the right solutions at the right time—supporting productivity, service delivery and long-term business resilience.



Quick facts

- Sector: **Legal**
- Established: **1923**
- Headquarters: **Canberra**
- Employee size: **36 staff**
- Website: **bdn.com.au**

An overview

From its offices in Canberra and Queanbeyan, BDN Lawyers delivers legal services to individuals and businesses throughout the region. Their team support clients across areas such as conveyancing, personal injury and commercial law, combining deep expertise with a strong commitment to service.

Having assisted more than 107,000 clients over its long history, the firm understands the importance of dependable systems and processes. Like many legal practices, documentation plays a central role in day-to-day operations, particularly in conveyancing matters. Ensuring staff have access to technology that can keep pace with demand, without becoming a distraction, has always been a priority.

BDN Lawyers engaged Ricoh as its primary print and document technology partner. Since then, the relationship has continued to grow, with Ricoh working alongside the firm to modernise its workplace technology and introduce complementary solutions as needs have evolved.

Key highlights

- Long-term partnership built on trust, reliability and responsive support
- Ricoh-managed printer fleet refreshed three times over 18 years
- Introduction of high-volume Kodak scanners to streamline document handling
- Deployment of a hybrid meeting solution that remains a vital operational resource

Products and Solutions

- Four Ricoh IM C6010 Multi-function printers
- Ricoh IM C300F
- Ricoh P801
- Two Kodak i4250 scanners perfect for bulk uploads
- Two Meeting Rooms fitted with Yealink audio and visual equipment.



The challenge

Supporting critical workflows with dependable technology

To operate effectively, BDN Lawyers relies on consistent access to printing and scanning capabilities to support legal teams and client deliverables. Any disruption can have a direct impact on productivity and service levels.

"If there is any disruption to our printing infrastructure, it can have a significant impact for both our staff and clients," said Bronwyn Harder, Head of Accounts, BDN Lawyers. "We needed a print vendor who could deliver high-performance machines and then provide efficient after-sales support."

Beyond print reliability, the firm required solutions that could adapt to evolving ways of working—particularly when external circumstances called for greater flexibility and new approaches to collaboration. The COVID-19 pandemic provided an opportunity to reassess remote collaboration requirements, as the firm needed to attend court hearings virtually and meet with clients remotely.



The solution

A trusted print partner with a long-term view

Prior to the initial print fleet deployment 18 years ago, BDN Lawyers had evaluated several vendors rigorously before selecting Ricoh. From the very beginning, Ricoh has focused on understanding how the firm works, and what its teams require on a day-to-day basis.

Today, the firm operates two Ricoh IM C6010 multifunction printers at their two office locations, supporting both print and scan requirements. These devices deliver fast, reliable output and are complemented by smaller devices, including the Ricoh IM C300F and P801, to support a variety of office workflows.

“On average, we produce around 25,000 pages per month. While we continue to adopt digital workflows to reduce our carbon footprint, these machines remain a vital part of our operations,” said Harder.

A true workhorse for document-intensive tasks

To further enhance efficiency, Ricoh introduced two high-volume Kodak scanners to support the processing of large-format documents, such as extensive conveyancing contracts. These scanners quickly became a cornerstone of daily operations, handling demanding workloads with ease and freeing up other devices for general use.

“We could see from the outset that the decision to engage Ricoh was the right one for us,” said Harder. “The machines delivered high-quality output and staff found them very intuitive to use.”

Enabling connection through hybrid meetings

When COVID fundamentally changed how organisations communicated, BDN Lawyers needed a solution that would allow staff to connect seamlessly with clients, colleagues and the courts. Ricoh worked closely with the firm to design and deploy a hybrid meeting room solution that could be implemented quickly and used intuitively.

The solution was rapidly adopted and remains a vital operational resource today, supporting remote collaboration for legal hearings and ensuring continuity regardless of location.

The outcome

Confidence in day-to-day operations

With Ricoh's solutions in place, BDN Lawyers benefits from a stable, high-performance technology environment across both offices. Reliable print infrastructure and integrated meeting room technology, gives the team confidence that their systems will perform when it matters, allowing them to focus on client outcomes rather than technology.

"The printer performance is first class, and we very rarely experience any downtime," said Harder. "If we do encounter any issues, we've found Ricoh to be very responsive."

Streamlined document handling

With the objective of moving away from a heavy reliance on paper documents, the firm is taking full advantage of its Kodak high-volume scanners. The scanners have transformed the way large documents are processed, improving efficiency and reducing bottlenecks during peak periods.

"This means we can tackle large print jobs without tying up our printers," Harder said. "This has streamlined our workflows and made the offices much more efficient."



Future plans

A partnership that continues to evolve

From print and scanning to hybrid collaboration, Ricoh has proven to be a trusted technology partner, delivering solutions that meet both immediate and future needs. When COVID-19 disrupted operations, BDN Lawyers turned to Ricoh to implement reliable video conferencing, quickly making it an integral part of daily communication with staff and clients.

"The new capability aided our ability to connect with clients," said Harder. "It also allowed us to participate in court proceedings when attending in person was not possible. It quickly became a very valuable resource. Harder said Ricoh continues to be a valuable technology partner for the firm."

"We look forward to continuing to work with them and examine other products and technologies as they are developed."

– **Bronwyn Harder**, Head of Accounts, BDN Lawyers



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Ricoh can transform your workplace communication and collaboration.



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