



## Meet the law firm of the future



**Company Name**  
DWF LLP

**Industry**  
Legal

**Founded**  
1977

**Location**  
Manchester, London  
(registered office)

**Services**  
Legal consultancy and services

**Website**  
[www.dwf.co.uk](http://www.dwf.co.uk)

**Relationship with Canon**  
3 Years

### Objective

Introduce a digital working environment that would support DWF's business strategy to deliver better client service, greater profitability and attract the best people to elevate DWF to become a top 15 law firm.

### Challenges

- Paper-intensive business and industry
- Heavily legislated industry, where information security is paramount
- 13 office locations

### Approach

A strategic partnership to overhaul DWF's traditional ways of working with documents and information.

### The Canon Solution

Managed Print Services (MPS)  
Digital Mailroom

### Results



**Greater employee efficiency** through fully flexible working and greater access to information



**50% reduction** in office storage space per head



**Digital Mailroom solution** will see future annual cost savings of up to £1m



Achieved the strictest **international information security standards** with ISO 27001 certification

“““

Our big opportunity to do things differently.

Revenues grew

**32.4%**

in 2013/14



**#15**  
legal rankings

## Doing things differently

**DWF LLP** is one of the UK's legal industry success stories, growing from a four-person practice into a business employing over 2,300 people in 13 international locations with a global network of partners. The firm aims to build on its considerable success - revenues grew 32.4% in 2013/14 - and climb the legal rankings to become a top 15 firm.

A goal which it recognises is about much more than just financial performance.

In his 2013/14 annual report, Andrew Leatherland, Managing Partner and CEO stated, "Our big opportunity is to do things differently."

This philosophy is shaping DWF's approach to every aspect of its business and helped to identify three key strategic goals that would continue this success.

Namely, to deliver better client service, work with greater profitability and provide an environment that attracts the best talent and empowers its staff to work to their greatest potential. In an industry dominated by paper-intensive processes, the management of print and information within a digital working environment is crucial in addressing these business goals.



## Breaking with tradition

"The industry is steeped in traditional working methods," explains Janice Moores, Service Delivery and Procurement Manager at DWF. "Overcoming the time and resource-intensive processes that exist almost by default within the legal industry gives us a significant competitive edge."

DWF set about digitising and optimising its core business processes and creating a flexible working environment for its staff and clients.

In practical terms, it needed to proactively manage the cost and complexity caused by extremely high volumes of printed documents that reach 57 million pages per year and, crucially, the information contained within them.

It also needed to comply with the industry's strict regulatory compliance demands to safeguard huge quantities of sensitive client data.

## Smarter ways of working

DWF wanted a business partner that would challenge it to transform its business through technology. According to Moores,

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Canon took the time to understand the unique needs and vision of our organisation as a whole and its consultancy helped us to identify the areas where technology could help us work smarter.

Working closely with DWF, Canon devised and implemented a new document strategy and overhauled its business-wide print infrastructure. It introduced mobile document access, mobile printing and a digital mailroom that

automatically digitises and delivers all posted documents directly to the inbox of the recipient in email form to help DWF's staff work flexibly; whether they are travelling, with clients or working from a hot desk in a different office. The solution included a secure identification and job release system to help reduce environmental impact and bolster document security.

Canon also identified where DWF could make further savings in its discovery phase. DWF was using four formats of pre-printed stationery (letterhead, continuation, billhead and bill-continuation), which Canon standardised with a single template and variable data printing solution.

Moores comments,



Canon challenged us to look beyond the typical confines of the industry we operate within and ask the difficult questions about what we want to achieve as a business. Together, we have been able to do things that no other law firm has been able to achieve.

Janice Moores, Service Delivery and Procurement Manager at DWF



**£1M**

is the ongoing annual cost saving that DWF anticipates its digital mail service will represent.

## A law firm transformed

Perhaps the greatest impact has been felt by DWF's employees who now have the tools in place to work efficiently, no matter where they find themselves.

In fact, around 15% of the workforce is now considered to be 'agile', differentiating DWF from its competitors in terms of the level of service it is able to provide to its clients. "By empowering our users to access essential information and business processes wherever they are, we're encouraging efficiencies and a spirit of doing more for our clients," says Moores.

Closer to home, DWF's office space now represents a collaborative environment for both staff and clients. The state-of-the-art print infrastructure enables clients to work remotely and print from DWF's offices. Moores comments, "The fact that our clients are able to come to any of our offices and operate as if it were one of their own is something that almost no other law firm can offer."

Similar efficiencies can be seen through Canon's digital mailroom solution. DWF anticipates that its digital mail service alone will represent a return on investment within two years and ongoing cost-savings of up to £1m annually. This solution eradicates the need for the classic legal post room and ensures that information flows much more seamlessly throughout the business.



**15%**

of the workforce is now considered to be 'agile'



With digital documents stored, backed-up and secured, the way that people search and archive information has transformed. On one hand, this means that employees are working faster and more efficiently than ever before. It also represents a huge saving in office space, with physical storage costs cut by over 50% per head.

DWF is also seeing significant cost savings through its new stationery strategy. Standardising all company stationery is helping to save significant quantities of paper and money spent on external printing and consumables. DWF estimates that this alone will save the company £50,000 per year.

Innovation doesn't come at the cost of security, however, with the entire solution suite certified to the strictest international standard in information security management, ISO 27001. Along with this it also supports the tracking and reports of environmental targets to reduce DWF's carbon footprint and ensure DWF's overall ISO 14001 accreditation. The solution also

tracks all printing, copying and scanning costs and integrates with DWF's case management systems to directly charge these costs back to its clients.

The approach is clearly working with The Financial Times recognising the firm as one of the most innovative in the whole of Europe in 2014.

Moores concludes, "Our success has been built on an innovative approach to technology. Every decision and solution has helped us to improve the service we offer to our clients, the way that our staff work and deliver an environment that attracts the best talent."

"Canon has helped us to create one, seamless, fully-functioning office environment spread out across 13 locations (including Dublin and Dubai), and 15 offices. We're able to focus on providing the best possible legal counsel, and are confident that our business is in the hands of experts."



physical storage  
costs cut by over

**50%**

Discover more

[canon-europe.com/mps](http://canon-europe.com/mps)  
[canon-europe.com/digital-mailroom](http://canon-europe.com/digital-mailroom)

**Canon Europe Ltd**

3 The Square  
Stockley Park  
Uxbridge  
Middlesex  
United Kingdom  
UB11 1ET  
Tel: +44 208 588 8000  
Fax: +44 208 588 8001  
[www.canon-europe.com](http://www.canon-europe.com)

**Canon (UK) Ltd**

Woodhatch  
Reigate  
Surrey  
United Kingdom  
RH2 8BF  
Tel: +44 1737 220 000  
Fax: +44 1737 220 022  
[www.canon.co.uk](http://www.canon.co.uk)

**Canon Ireland**

3006 Lake Drive  
Citywest  
Saggart  
Co Dublin  
Ireland  
Tel: +353 1205 2400  
Fax: +353 1205 2525  
[www.canon.ie](http://www.canon.ie)

**Canon**