

CASE STUDY: QUINN EMANUEL URQUHART & SULLIVAN

Samsung Printers and MFPs Help Raise Law Firm Productivity

quinn emanuel trial lawyers
quinn emanuel urquhart & sullivan, llp

OVERVIEW

Customer Need

Quinn Emanuel Urquhart & Sullivan, LLP, a 650-attorney business litigation law firm, needed to replace its aging fleet of MFPs and printers. The new machines would need to provide fast, easy-to-use functionality with minimal downtime ensuring attorneys and staff could stay productive. The machines would need to integrate seamlessly with the firm's billing and document management software. The firm also needed the ability to customize the MFPs touchscreen panel in order to optimize workflows.

Samsung Solution

Quinn Emanuel selected Samsung copiers and printers for its headquarters office in Los Angeles. The firm deployed Samsung SCX-8240ND black and white MFPs in common areas on each floor. Samsung customized the firmware so that the touchscreen panel would only display functions needed by the employees. The firm also chose Samsung CLP-775ND color laser printers and ML-6515ND mono laser printers for workgroup printing.

Results

The Samsung MFPs and printers have been embraced by attorneys and staff for their fast, trouble-free performance and ease-of-use. The SCX-8240ND touchscreen panel is more intuitive than the previous copier and its fast output enables employees to stay focused on client service. The CLP-775ND and ML-6515ND printers provide hassle-free workgroup printing. The Samsung machines have performed so well that Quinn Emanuel is now expanding the rollout to other U.S. offices.



THE CUSTOMER

Quinn Emanuel

Quinn Emanuel Urquhart & Sullivan, LLP is the largest U.S. law firm devoted exclusively to business litigation and arbitration. The firm serves clients with 650 attorneys in 17 major cities around the world including Chicago, Brussels, Hamburg, Hong Kong, Houston, Los Angeles, London, Mannheim, Moscow, Munich, New York, Paris, San Francisco, Silicon Valley, Sydney, Tokyo and Washington, D.C.

The firm represents Fortune 500 companies and other enterprises in a broad spectrum of business disputes spanning many industries. The firm's practice areas include intellectual property, securities, antitrust, class action and employment litigation. The firm also handles white collar crime litigation and international arbitration.

The firm's attorneys have won 88.6% of their 2,300 cases, garnering more than \$42 billion in judgments and settlements. As a result, the firm has won numerous awards and recognition including *Legal Business* magazine's "U.S. Law Firm of the Year," *Law360*'s "Practice Groups of the Year," and *The Lawyer* magazine's "International Law Firm of the Year."



Employees use the Samsung ML-6515ND for their black and white printing needs

THE CUSTOMER NEED

Reliable, Efficient MFP and Printer Fleet for Employee Productivity

Quinn Emanuel's Los Angeles office occupies several floors in a high-rise office tower. The firm needed to refresh its aging fleet of copiers and printers and needed machines that were highly reliable, easy to use, and could keep up with the firm's demanding workloads.

"At Quinn Emanuel, there's no room for equipment failures or downtime because everyone is constantly under time pressure," says David Eskanos, Quinn Emanuel CIO. "Due to our high volume of printing and copying, employee productivity is crucial to our focus on client services."

In order to optimize the copier/printer fleet so that the right equipment is used for the right job, the firm designed a three-tier approach. For large-scale print jobs that can be thousands of pages in a job, an existing, centralized print facility would be continue to be used.

For routine work, printers need to be conveniently placed in work clusters throughout the floor. "Our attorneys and staff do a great deal of general office printing throughout the day for client

letters, briefs, and memos. Therefore, we need to have printers that are conveniently accessible," says Eskanos.

For scanning and copying, several larger MFPs would need to be placed on each floor. These MFPs would be typically used for copying or scanning court and client documents. "We didn't want valuable employee time spent waiting for massive print jobs to run, so we locked the copiers down to allow for only copy and scan," says Eskanos. The copiers also had to seamlessly integrate with the firm's billing and document management software so that each job could be billed to the right client and document flows were controlled.

"The firm uses third-party billing software that has its own touchscreen tablet for the employee to enter billing codes and other job information," says Mike Feeney, vice president of operations and sales for COPI, a managed print services company that specializes in working with law firms. "So we needed the copier and the billing systems tablet to integrate while also customizing the copier touchscreen panel to restrict the print functionality."

THE SAMSUNG SOLUTION

Making the Case for Samsung Copiers and Printers

Quinn Emanuel selected Samsung to replace the aging fleet of copiers and printers. The firm deployed Samsung SCX-8240ND MFPs for copying and scanning. In addition, Samsung CLP-775ND color laser printers and ML-6515ND black and white laser printers were deployed for printing.

The Samsung SCX-8240ND MFP has a fast 1GHz dual-core processor that copies 40 pages per minute with a first copy out time of just 5.5 seconds. The large color touchscreen panel is easy to see and use.

In order to accommodate Quinn Emanuel's need for the MFP to only allow copy and scan functionality, Samsung redesigned the printer's control panel to restrict the print function. "Samsung engineers understood our needs and quickly worked with us and COPI to reconfigure the display screen to eliminate the print option," says Eskanos.

Samsung also worked closely with COPI to seamlessly integrate the SCX-8240ND to the law firm's billing software and tablet. "We have never seen a printer

or copier company willing and able to customize its solution to meet customer needs like Samsung," says Feeney.

Quinn Emanuel also deployed Samsung CLP-775ND and ML-6515ND printers throughout the office. The CLP-775ND is a fast, high-capacity color laser printer in a compact size. It can print up to 35 pages per minute and has a 1,600-page capacity with the optional cassette trays.

The ML-6515ND is a quiet, high-performance, desktop black and white printer. It can print up to 65 pages per minute and has a large capacity, expandable with additional trays. The Samsung dual-core processor delivers a fast first print out time of just 7.8 seconds.

The optimized fleet of Samsung printers and MFPs on each floor enables employees to use the right machine for the right task. And the speed and uptime of the machines ensures employees can get their printing and copying done quickly and effortlessly.

QUICK PROFILE

SAMSUNG SCX-8240ND



SPEED: 40 ppm

RESOLUTION: 600 x 600 dpi

DUTY CYCLE: 150,000 pgs/mo

SCAN RESOLUTION: Up to 600 x 600 dpi (Optical), up to 4,800 x 4,800 dpi (Enhanced)

MEMORY: 1GHz (Dual Core)/1 GB

CAPACITY: 520 sheets (Standard Cassette) x 2, 100 sheets (Multipurpose tray)

SAMSUNG CLP-775ND



SPEED: 35 ppm

RESOLUTION: 9,600 x 600 dpi

DUTY CYCLE: 120,000 pgs/mo

MEMORY: ML-MEM170 (512 MB)

CAPACITY: 500 sheets (Cassette) x2, 100 sheets (Multipurpose tray)

SAMSUNG ML-6515ND



SPEED: 65 ppm

RESOLUTION: 1,200 x 1,200 dpi

DUTY CYCLE: 300,000 pgs/mo

MEMORY: 256MB (Max. 768MB)/250GB (optional)

CAPACITY: 520 sheets (Cassette) x2, 100 sheets (Multipurpose tray)



Employees enjoy how quickly the Samsung CLP-775ND prints in color

THE RESULTS

The Verdict: Samsung MFPs and Printers Deliver Employee Productivity

The Samsung MFPs and printers have proven to be worthy replacements for Quinn Emanuel's aging fleet of printers and MFPs.

Eskanos says employees have quickly adapted to the new machines with minimal training needed. "It turned out to be a very easy process with just about everyone learning how to use the printers on their first try," he says. "Performance was better than expected and the overall improvements were very noticeable. I was surprised at how quickly everyone adapted because changes are typically met with resistance."

Samsung's ability to customize the SCX-8240ND also made it easier for employees to learn and embrace the new MFPs for copying and scanning. The customized interface with just the copy and scan options made it easy for employees to use. And special integration with the billing software's tablet has enabled employees to bill clients effortlessly.

"Samsung gave us more assistance and support than anybody else. They brought in engineers onsite to configure the firmware and touchscreen menus," Eskanos says. "We were able to get things integrated exactly the way we wanted them, whether it's changing a button on the display or changing the code to work with third-party software. We were able to get all that from Samsung whereas with another vendor, it just wouldn't have been an option for us."

With the successful rollout in the Los Angeles office, the firm has already expanded deployment to other offices and plans to replace the entire copier and printer fleet over the next year.

"The Samsung copiers and printers have proven to be faster than their predecessors," says Eskanos. "The response times have been great and I've heard nothing but good things from our employees about them. From a usability and productivity standpoint, it's all been very positive and better than before."

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- Mike Feeney
VP of Operations, COPI

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- David Eskanos
CIO, Quinn Emanuel



Samsung MFPs are integrated with the firm's billing software



Samsung customized the control panel for easy navigation

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