



LEGAL TECHNOLOGY FOCUS



**Systems
Technology**

Creating a smarter workplace

INTRODUCING SYSTEMS TECHNOLOGY

Systems Technology is a leading independent Document Solutions and Managed Print Service specialist. Our reputation is built on Preventative Maintenance, a unique and pioneering approach that has raised customer expectations of what excellent service should be. Every client receives a scheduled, unprompted preventative maintenance visit to eliminate potential issues before they occur.

As recognised experts in print software, our team help legal organisations across London and the South East to reduce their print spend, wastage and introduce new technology to provide them with a competitive advantage. Our commitment to dynamic service and forward thinking has won us advanced accreditations from Canon, Ricoh and CompTIA.

Managed Print Services

- Unique Preventative Maintenance
- Print Management & Cost Saving
- Print Waste Reduction
- Mobile Printing & BYOD
- Multifunctional Photocopiers
- Desktop Printers
- Wide-Format Printers
- High Speed Scanners
- Print Production

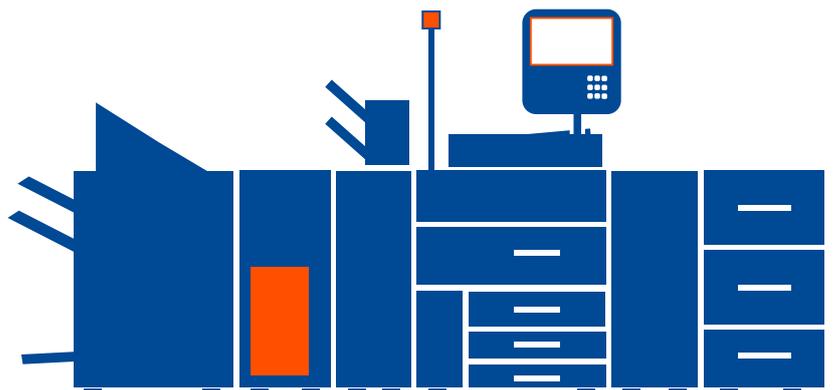
Managed Document Services

- Automated Invoice Processing
- Electronic Document Workflow
- Digital Mailrooms
- Document Management & Storage
- PDF Editing & Creation
- Electronic Trial Bundle Preparation
- Document Scanning & Capture

Visual Communications

- Video Conferencing
- Interactive Whiteboards

Canon
RICOH





CASE STUDIES

ATKIN CHAMBERS & 29 BEDFORD ROW

Atkin Chambers, Gray's Inn

Multi-award winning Atkin Chambers found the level of support they were receiving directly from a manufacturer was not sufficient to provide the right facilities for their barristers. Systems Technology was chosen to adopt the maintenance and supply of their photocopiers.

Central to this decision was Systems Technology's Preventative Maintenance, a service that prioritises every customer by using scheduled monthly visits to every machine, preventing problems before they occur.

Atkin Chambers has grown in recent years and supported by Systems Technology has deployed a fully managed service comprising six multifunctional devices, two production print devices in a dedicated print room, and a high-speed eCopy scanning solution. Print Management Software with "Follow-Me Printing," enabling users to collect their documents securely from any print device in the building while tracking costs by client/matter numbers, is being deployed shortly.

"I rely on and trust the service from Systems Technology."
Daniel Jones, Clerk

29 Bedford Row

Following an increase in printer and photocopier problems after their service provider was acquired, 29 Bedford Row began searching for a managed print services company that could ensure the continuity of service to its barristers.

"I know that everything will run smoothly."
Nicola Kessell,
Chambers Administrator

The quality of service was the determining factor in narrowing down the winning supplier. The concept of Preventative Maintenance differentiated Systems Technology from the short-listed Reactive Maintenance companies and proved to be the right service proposition for the chambers.

Systems Technology has provided three multifunctional colour photocopiers to date, with customised document workflow scanning to enhance the management of the steady flow of incoming documents and case notes. A review meeting is held ever quarter to ensure SLAs are being met and to introduce the latest in Managed Document Services.

PREVENTATIVE MAINTENANCE



Prevention is better than cure

When your multifunctional photocopiers break down it can be very frustrating. It doesn't just stop your employees from printing, it can stop them from copying, faxing and scanning - causing real problems for your business. But have you ever stopped to think why your photocopiers are breaking down? Surely you are paying someone to maintain them, so why do they keep failing?

Systems Technology designed Preventative Maintenance for companies dissatisfied with the normal Reactive Maintenance offered by the mainstream photocopier industry. It is a pioneering and unique service that identifies and corrects any potential faults before they occur by using monthly scheduled engineer visits to your machines, to keep them in their optimum state. It is a completely different approach to the traditional Reactive Maintenance where repairs are made after your multifunctional photocopier has failed.

We think prevention is better than cure. Don't you?

"Reactive Maintenance is the repair of equipment when it has already broken down. It is also known as run-to-failure maintenance and fire-fighting maintenance."



"Preventative Maintenance is the regularly performed inspection of a piece of functioning equipment by a field engineer to identify and correct potential faults before they occur."

WHAT THAT MEANS

INDUSTRY LEADING SERVICE

Making sure you actually get what you pay for

Why suffer the inconvenience of your equipment unpredictably breaking down? If you're paying for a maintenance contract then your machines should be actively maintained - and that's exactly what we do each month. All your machines receive our 16 Point Check, helping to prevent jamming problems, keep colour calibrated and prevent potential issues that would otherwise hamper your day.

Our 16 Point Check

Jamming Prevention

1. Clean and check document feeder
2. Clean and check paper trays / duplex unit
3. Inspect finishing accessories
4. Check and replace fusing assembly

Print Quality

5. Check drum units and maintain associated parts
6. Inspect transfer belt and rollers
7. Check condition of developer and replace

Copy & Scan Quality

8. Check and clean optics: glass and image sensors
9. Perform print quality calibrations

Maintenance & Support

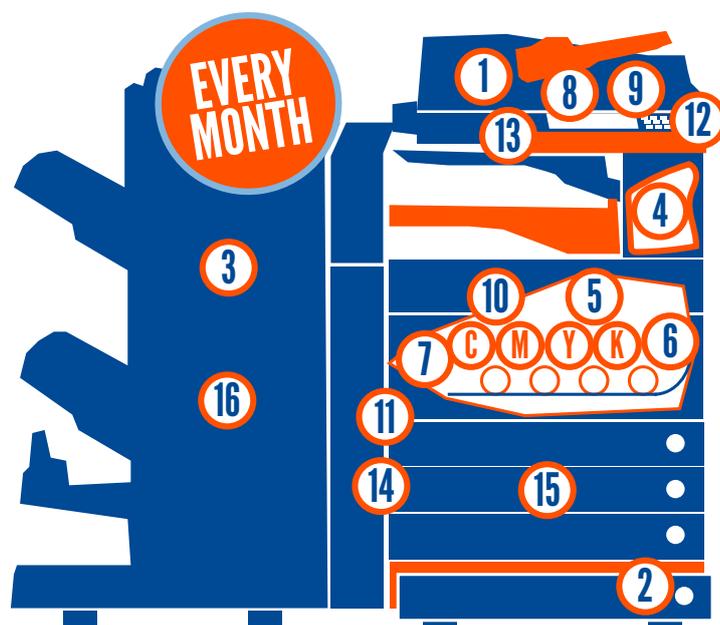
10. Check and replace toners, replace & order
11. Check waste toner unit, replace & order
12. Take meter readings
13. Update firmware
14. Check remote diagnostics

Cleaning

15. Clean machine internally removing paper dust
16. Clean machine externally, all covers and panels

UNSCHEDULED CALL STATISTICS*

Average Response Time	1:58 minutes
Unbeatable Fleet Uptime	99.76%
First Time Fix Rate	99.2%



*Our statistics have been independently verified by Canon UK. Period measured 1st January to 31st December, 2015. We review our statistics daily and are happy to provide you with our latest figures.

Systems Technology has achieved the highest level of certification from Canon and were the first UK document and print solutions company to become a certified Canon Managed Print Services partner. Our capability has been audited to Canon's standards by a recognised expert third party.



Ricoh's certifications focus on four areas of key customer importance: customer service delivery, using quality supplies, production print and managed document services capabilities. Systems Technology meet the highest standards in all these areas.



The CompTIA Managed Print Trustmark identifies organisations that provide best-practice based managed print services leveraging remote monitoring technology and on-premise print services. This credential goes only to businesses that demonstrate superior competency and dedication to quality service delivery. Systems Technology is one of only ten elite CompTIA MPS Trustmark holders in the UK ^(ATOW).



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