

## McMillan LLP Business Profile

McMillan lawyers are recognized as leaders in both Canada and internationally. With six offices across Canada, McMillan's industry-focused team model allows for the delivery of knowledgeable and practical legal advice. McMillan is proactive in the implementation of systems and technology to capture and help with the crucial sharing of information among its firm members. McMillan LLP's commitment to well-defined firm values allows for consistent results to maintain a positive work environment.



### Challenges & Objectives

With an aging fleet of print devices, McMillan decided it was time to revisit their print strategy.

McMillan looked out to the industry to find a trusted advisor to champion and collaborate project planning to ensure little to no interruptions to end users and the firm.

Their focus was to source a nationally standardized print and document strategy and to improve accessibility to scanning with higher level scanning capabilities.

### Proposed Solutions

- QRX was instrumental in providing the firm with a progressive approach to their print strategy, including:
- Transparent analytic tracking and measurements to their printing leveraging the QRXDM software.
  - 2-Day equipment training for users per deployment location.
  - After-hours printer delivery and weekend deployment coordinated and executed to reduce impact on work environment.
  - Secure destruction / recycling of decommissioned equipment.

### Program Benefits

- Equipment efficiencies and uptime realized with quick resolution response time.
- Clear and open communication, as well as engagement between end-users, IT Dept, Project Teams, QRX Service and manufacturers.
- A Turn-Key approach to refreshing technology.
- QRX provided an inclusive and complete start to finish deployment allowing McMillan to focus on their core business practise with no downtime.

## Value Analysis

Through a collaborative team effort, McMillan was able to rely on the QRX Team for a smooth deployment of devices from start to finish. All printer, scanner devices and workstations were configured to point to each end user's specified primary printer, mailbox bin, and secondary printer. Proof of concept devices were utilized to ensure a positive onboarding experience and training for end users. QRX assisted on behalf of McMillan LLP to work with the equipment manufacturer to ensure devices were in stock for project timelines and manufacture IT resources accessible for driver scripting.

*"QRX provided our firm with exceptional customer service for our printer/scanner refresh project. QRX took great initiative in ensuring all of the planning and fine details were mapped out well before our scheduled implementation. During the implementation, QRX provided on-site Management (Lisa) to oversee all aspects of the deployment and implementation, which was highly appreciated. It was clear that QRX wanted to make sure our deployment was as seamless as possible to solidify a strong relationship with our firm."*

*- Project Manager, McMillan LLP*

## Next Steps...

Through a continued collaborative team approach, the McMillan project team can count on the QRX team to ensure a successful national equipment refresh by the end of the first quarter.

To get started ...

Whatever the need, QRX Technology Group can be trusted to consult, recommend and implement the best solutions for your business

Contact us at 1.888.738.0819 or visit [www.qrxtech.com](http://www.qrxtech.com)