

# LEADING UK LAW FIRM SAVES £4.2M ACROSS TWO DECADES OF DEVELOPMENT

The firm finds a reliable, long-term partner in SPS

## Challenge

**20**  
years

Through 20 years of partnership SPS and this law firm drove development across document management, now supporting a move to an agile workplace.

## Solution

### Comprehensive

Across print, records and mailroom management, SPS consistently delivered savings and greater efficiencies across the UK and global business

## Benefits

**£4.2m**

The firm saved £4.2m on print and document production services alone working with SPS, far exceeding the £2m saving target.

SPS began working in partnership with this firm in 2001 to deliver mailroom and distribution services, since growing its footprint to include all elements of document management. This includes supporting mailroom and records management, as well as document production and reprographics, ultimately saving the firm £4.2m across those core services.

## Identifying a Partner

Having previously operated an in-house model, this leading UK law firm decided to outsource some of its key back-office services to a specialist provider. The firm hoped that, by utilising the skills, expertise and capabilities of a specialist partner, it could achieve a more effective document management operation while re-aligning its focus on core services.

The firm selected SPS as its provider of choice, initially outsourcing only mailroom and distribution services. After picking up the service, SPS quickly committed to transforming the firm's operations by enhancing the service quality and availability to the firm's fee earners and business support staff, also targeting cumulative cost savings of £0.5m per annum.

Since that initial engagement, SPS' success has led to a larger footprint with the firm. In the years since, SPS has taken responsibility for print and digital services, document production, records management and service desk operations, continually delivering greater value and efficiency to the firm.

## Strategic Developments

Since coming on board, SPS has been able to consistently deliver benefits across the firm's core back-office operations. Across print and digital, SPS challenged set ways of working, managing the variable spend through better use of fixed cost assets, and investing in equipment and software to drive efficiency to ensure resource levels were aligned to customer demands.