



Case Study

MFG Solicitors



The customer

MFG is one of the longest-established law firms in the country, being able to trace its roots back to 1556.

It offers a full range of personal, commercial and rural services from its 6 offices.

Location

West Midlands, Hereford & Worcestershire

Industry

Legal Services

Size

148 staff

“Quality suppliers like Midshire Communications Ltd use good service and affordable pricing to keep our business. Our previous supplier used contractual clauses and financial penalties. Midshire Communications' ethos makes them a superb company to work with.”
Gareth Cook, Director of ICT Services , MFG Solicitors

Going beyond economy

MFG knew that, against a landscape of falling prices across the industry, their incumbent print-copy supplier should have been reducing their costs faster than they were. Poor value for money and a 'take it or leave it' attitude to negotiation instigated a hunt for a new supplier.

Economy is always an important consideration when selecting a new copier and printer supplier. Midshire Communications' attractive pricing combined with its service ethos and willingness to work through the complexity of existing agreements swung MFG's decision in their favour.

Exclusive economy options

One of the features MFG found especially attractive was the 3-tier billing offered by Midshire Communications' Kyocera MFPs. This allows their cost-per-page to vary for each document. Lower toner coverage means lower charges.

"Most of our correspondence is low coverage. A 'pay for what you use' agreement was one of Midshire Communications' unique advantages," says Gareth Cook, Director of ICT Services.

"Several factors influenced the final decision," continues Gareth. "Yes, the pricing was good - that almost goes without saying. But their willingness to work to our timescale without pressuring for a quick sale proved they were a more comfortable long-term fit than other suppliers."

First-hand experience; first-class service

A trial installation gave Midshire Communications a chance to demonstrate its expertise. MFG's productivity relies on Word macros designed for printers with specific paper tray configurations. Converting these macros to use Kyocera equipment would have stymied many hardware suppliers but Midshire Communications' solutions expertise resolved the issue quickly and kept the offices running efficiently.

After deploying almost 50 Kyocera printers and MFPs Midshire Communications launched an on-demand training programme to make sure staff knew how to use the advanced facilities that would improve their productivity.

About Midshire Communications

Midshire Communications has been supplying high-quality multifunction copiers and software solutions for over 20 years. Following our ethos of "Delivering The Promise", we offer our clients nationwide service, personalised systems and affordable solutions.

" Based on actual figures from our old devices, we stand to make a potential saving of approximately £50,000 p.a. "

Gareth Cook
Director of ICT Services , MFG Solicitors

For more information

Phone

01386 551000

Email

info@midshirecom.co.uk

Web

www.midshirecom.co.uk

Post

MCL House
Aintree Road
Keytec 7 Business Park
Pershore
WR10 2JN