

Print Audit Case Study

About J. Brent Melanson Law Firm

J. Brent Melanson is a small, but extremely busy law firm located in Fredericton, New Brunswick. Its main areas of practice are personal injury, immigration and real estate.

The Situation

Similar to many other law firms, J. Brent Melanson bills its clients for the cost of legal documents that have been created for them. Prior to using Print Audit, J. Brent Melanson was tracking and recovering its photocopying and faxing expenses, but they were not charging for desktop printing.

The Solution

J. Brent Melanson purchased and installed Print Audit in October of 2003. Now, before documents can be printed, the Print Audit popup prompts the user to enter a client code.

Print Audit is client-based, which means it resides on individual computer workstations, instead of on a print server. This also means that Print Audit is more affordable and easier to install and configure than its server-based competitors. "The installation of this software was very straight forward and the system is extremely user friendly," said Kim Lennon, Legal Assistant for J. Brent Melanson Law.

The Results

Tracking printing from just one computer to one laser printer, J. Brent Melanson is now able to bill for, on average, 1000 pages per month. At 50 cents per page Print Audit is facilitating the recovery of \$500 per month in printing expenses. J. Brent Melanson was able to recapture the cost of the software in just 14 days. "Print Audit has made a significant difference in the recovery of print jobs made in our office. We cannot say enough good things about Print Audit," stated Lennon.

With desktop printing on the rise and photocopying on the decline, many law firms are discovering that not charging for printing results in failing to recapture a major portion of their document expenses. Some law firms have attempted to track prints manually, but this method has proven to be highly inaccurate. Print Audit ensures 100% billing accuracy. "We have provided your contact information to several law firms. Law firms with laser printers are losing significant revenue by not having your software and I would strongly recommend it to any business which tracks its copies," said Lennon. "We recovered the cost of Print Audit well within the first month of use - money well spent."

J. Brent Melanson Law Firm

Summary

Law Firm Print Cost Recovery

Results

- Cost of software recaptured in 2 weeks
- ROI in one year of 1100%
- \$500 of printing costs recovered per month

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