

case study



QRX

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mcmillan

SMART PRINT STRATEGY FUELS OPERATIONAL EXCELLENCE FOR TOP CANADIAN LAW FIRM

McMillan LLP, a top-tier Canadian law firm with six offices across the country and a global reach, recognized the growing need to streamline operations and improve document workflows. Known for their commitment to innovation and practical legal solutions, McMillan turned to a scalable Managed Print Services strategy to enhance information sharing, boost operational efficiency, and reinforce their culture of excellence.



OBJECTIVES

Deliver a forward-thinking, Managed Print Services (MPS) solution designed to support McMillan's growth, security, and operational efficiency with minimal disruption.

Our tailored strategy included:

- Transparent print fleet analytics powered by QRXDM software.
- Comprehensive user training — 2 days per location.
- After-hours printer delivery and weekend deployment to avoid workflow interruptions.
- Secure data destruction and eco-friendly recycling of decommissioned equipment.



CHALLENGES & SOLUTIONS

McMillan needed a secure, scalable print management solution to replace their aging fleet with minimal disruption.

Their goal was to standardize their print and document workflow, enhance scanning capabilities, and improve print fleet efficiency.

We delivered a turnkey technology refresh, including the deployment of modern multifunction printers, high-volume scanners, and workstations tailored to user needs. With proof-of-concept devices, driver scripting, backend IT support, and coordinated timelines with manufacturers, the transition was seamless and efficient.



KEY BENEFITS

- Increased equipment uptime, operational efficiency, and workflow automation.
- Rapid issue resolution and 24/7 support to maintain business continuity.
- Improved document workflow management, boosting internal productivity.
- Enhanced print security, ensuring compliance and protecting sensitive legal data.
- Standardized devices across all locations, reducing complexity for IT teams.
- Sustainable asset management with secure data destruction and device recycling.

VALUE ANALYSIS

Through close collaboration, McMillan fully leveraged QRX's expertise in Managed Print Services, device lifecycle management, and document workflow automation. Our strategic deployment empowered the firm to focus on their core legal services without IT or operational disruptions, ensuring business continuity throughout the process. By implementing a standardized print strategy, McMillan benefited from a predictable, cost-effective print environment with complete fleet visibility and proactive management. Additionally, the deployment of enhanced document scanning workflows and cloud-based solutions significantly improved internal collaboration, enabling more efficient information sharing across all offices.

LET'S OPTIMIZE YOUR PRINT & DOCUMENT WORKFLOW.



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