

BROUGHT TO YOU BY CANON



Smooth operations

Canon's business-to-business digitised solutions for offices comprise print management, cloud storage and high-speed document scanning

Thirty minutes or less. For 20 years, this is the time Canon's service engineers take to reach the premises of Dentons Rodyk after receiving a service call from the law firm.

The quick response is a yardstick of Canon's exemplary aftersales service, although the service hotline is seldom used by its clients: Monthly preventive maintenance has minimised the occurrence of issues.

Nonetheless, in order to ensure that its customers' requests are attended to promptly, Canon has a roving team of service engineers stationed in the Central Business District. Many offices in the area use Canon copiers.

And rightly so, as Canon understands time is money to its clients. Dentons Rodyk is one of them.

The law firm has 26 Canon multi-function devices in its office spanning five floors of Raffles Place's UOB Plaza 1. The machines are shared by 435 staff, including over 200 lawyers and legal professionals.

The copiers have multiple functions such as scan, fax, copy and print. Four units are equipped with an on-line Multi-function Professional Puncher, offering staff the flexibility and convenience of selecting different hole-punching options on the documents after printing them out.

The law firm scans, faxes, photocopies and prints large volumes of documents daily. These include contractual documents, bundles of documents for court hearings and letters to its clients, other law firms and government agencies.

RELIABLE AND EFFICIENT

Before Dentons Rodyk switched to Canon products 20 years ago, a lot of time was wasted on printing and faxing. Canon has, over time, improved the capabilities of its machines. Now, document scanning time is reduced by 50 per cent — thanks to Canon's duplex capabilities that scan double-paged documents two pages at a time.

Dentons Rodyk's chief operating officer and senior partner Loh Kia Meng says: "The time saved allows lawyers to focus on legal work. It also allows support staff to be more productive by doing more in a shorter span of time, thus increasing efficiency."

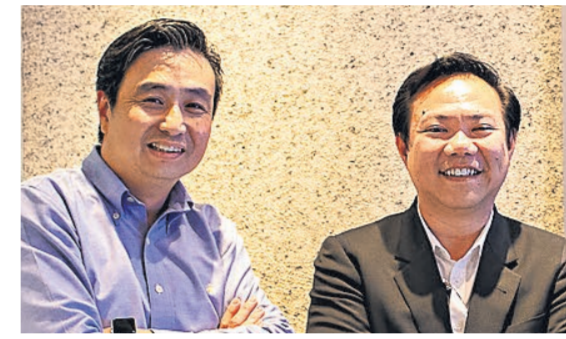
Mr Alvin Aw, Dentons Rodyk's head of information technology, recounted the time when staff had to be assigned to collect and distribute the faxes to the respective recipients.

Now, with Canon's e-faxing solution, incoming faxes are pre-scanned into the system to facilitate e-mailing them to recipients. Staff receive these documents in real-time and on-the-go, saving valuable time and resources while safeguarding client confidentiality.

The time-saving features of Canon's hardware complement its proven track record for exemplary aftersales service.

"As a law firm, trust is very important. With Canon, help is always just a phone call or e-mail away. What we have with Canon is a very collaborative relationship; they are willing to listen to our feedback and implement it in their solutions," says Mr Loh.

For example, Dentons Rodyk's staff used to have their computers linked only to designated printers on the same floor. If the staff were having meetings on another floor, they were unable to collect their print documents on that floor. Sometimes, staff might forget which printer they have routed their print-outs, resulting in print-outs being uncollected and wasteful reprinting.



Mr Aw (left) and Mr Loh from law firm Dentons Rodyk are impressed by Canon's exemplary aftersales service.



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chief operating officer and senior partner,
Dentons Rodyk



EXEMPLARY SERVICE

These issues were solved after Canon acted on Dentons Rodyk's feedback, and collaborated with the firm's IT department to develop a system where print-outs can be collected from any of the 26 Canon multi-function devices located anywhere on the firm's premises. This saved paper, time and money.

Mr Aw adds that the service engineers assigned to the law firm — Mr Elgin Goh and Mr Dayao Roberto Salas — are very proficient and knowledgeable.

"They are always on the ground and able to give us the support we need. Indeed Canon has been one of our firm's trusted partners for the past 20 years," he says.

Mr Goh and Mr Roberto, who have 29 and 11 years of experience respectively as service engineers, are familiar faces at Dentons Rodyk.

With the hardware in tip-top condition most of the time, most service calls the service engineers receive — although rare — are related to paper jams.

Mr Roberto's motto is "first-time fix" because he knows that the customers depend heavily on Canon's fleet of copiers and business operations will be affected if any unit breaks down.

Mr Aw adds: "Canon has an edge over their competitors as they are able to perform service and recovery within a short period of time."

"As it is essential that our operations are kept going at optimum bandwidth, we are extremely pleased that Canon has always gone the extra mile to keep our processes running smoothly. They made this commitment to us and so far, they've always managed to deliver."



Service engineers Mr Goh (left) and Mr Roberto ensure Canon's business-to-business solutions such as printers and software function smoothly for clients.

PHOTOS: CANON, DENTONS RODYK

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