YSOFT

SAFEQ® CASE STUDY

KREISSON AUTOMATES CHARGEBACKS AND GAINS VISIBILITY WITH YSOFT SAFEQ

BETTER VISIBILITY AND MORE ACCURATE BILLING

Looking for better visibility into print, photocopy, and scan costs, and more accurate billing, Kreisson chooses YSoft SafeQ, integrated with Lexis Nexis Affinity.

KREISSON
CONSTRUCTION, ENGINEERING AND PROPERTY LAWYERS

AT A GLANCE

Challenge
- Kreisson needed to capture scanning, photocopying, and printing accurately for client chargeback
- The firm needed better visibility into printing costs so it could manage these costs more effectively

Solution
- YSoft SafeQ

Client benefits
- Automated, accurate billing capture for simpler chargeback
- Increased visibility into costs and staff behaviour
- More detailed information available to clients
- Cost savings due to better print policies and compliance

CUSTOMER PROFILE

Kreisson is a legal firm focused on the engineering, construction and property market. It is a progressive and solution-driven law firm based in the Sydney CBD with a national and international client base. Kreisson works with clients that are seeking personalised and value-added legal services.

THE CHALLENGE

Kreisson needed an efficient way to manage billing for printing and photocopying. The firm's previous system did not have a dedicated support team in Australia, so Kreisson needed a solution that would offer adequate support, be easy to use, and deliver accurate reports for billing purposes.

Kanella Glinatsis, accounts administration, Kreisson, said, "When clients see printing charges on their bills, they often want to know more details about what exactly was printed, who printed it, and whether it was necessary. Being able to provide that information helps us deliver a better service to our clients, and helps us demonstrate our value clearly.

"Furthermore, with our previous system it was too easy for staff to use a general admin code for printing and photocopying, which meant we couldn't capture these costs and charge them back to clients appropriately. This made it hard to get visibility into what was happening and to manage costs effectively."

Kreisson also needed a solution that would help reduce costs. For example, Kreisson needed to identify if staff were printing out colour copies of documents for internal use, when they could have been printed more cost-effectively in black and white.

THE SOLUTION

Kreisson leased its multifunction device (MFD) through PrinterCorp, which recommended the law firm consider Y Soft for its reporting and management requirements.

Kanella Glinatsis said, "We trusted PrinterCorp and decided to implement YSoft SafeQ for print management to capture and bill document production. This covers all scanning, printing, and photocopying across the firm's entire staff."

YSoft SafeQ is fully integrated with Lexis Nexis Affinity, which helps with matter synchronisation and data capture. Employees simply enter a code at the MFD before scanning, printing, or photocopying, and the activity is automatically captured for end-of-month billing. The solution lets users allocate codes to specific matters or clients, so the correct amount is charged back to the right client.

The team can login to the YSoft SafeQ portal to check where the charges are up to, helping maintain control over costs throughout the month. The activity is updated daily, giving the Kreisson team almost near-real-time visibility into how costs are tracking.

The implementation process was seamless with all of the integration and set-up done behind the scenes.

Kanella Glinatsis said, "It was the easiest, smoothest transition to move to YSoft SafeQ. We didn't have to do much because it was all done behind the scenes by

Y Soft. Uploading the daily photocopying logs to Lexis Nexis Affinity takes a single button click, which I do each morning.

"Because the system works in the background, we don't really have to think about it unless we want to check something. And, if we're ever not sure how to do something, we simply call Y Soft and they immediately walk us through the process.

"Y Soft is extremely responsive. As soon as we contact them, they deal with the issue straight away. I've even had Y Soft people return my call from overseas, which is an incredible commitment to service.

"Furthermore, the team is incredibly IT-savvy and willing to help us solve problems even if they're not caused by the Y Soft system. They never pass the buck. No matter what the problem is, they pull out all stops to help us resolve the problem and often suggest our other IT providers contact Y Soft to work through issues together. They're so responsive and available to us, which is the definition of outstanding customer service. Y Soft is clearly invested in making sure our system works for us, which is great."

RESULTS

Since implementing YSoft SafeQ, Kreisson has automated its synchronisation and data capture for more accurate and timely client billing.

Kanella Glinatsis said, "The team is used to entering codes at the MFD for scanning, printing, and photocopying. We don't have to think about anything beyond that; at the end of the month we run the bills and the costs appear. It's easy to check the invoices that are generated against the information in the system to make sure there are no little errors preventing costs from being allocated to the right job code. For example, some people might enter a dash with the job code where no dash is required. If that happens, we can just re-allocate that job to the right code. It's all really simple and fast to use.

"The best part about YSoft SafeQ is that it all happens behind the scenes and we don't have to worry about it."

YSoft SafeQ has also made it easier for the Kreisson team to manage policies around colour printing, the volume of printing, and allocating printing to the right code.

Kanella Glinatsis said, "When I log into YSoft SafeQ I can see which staff are logging photocopying against a general admin code or who is printing large volumes in colour. We recently saw a significant increase in the amount of colour printing, which is unusual for a law firm. It turns out lots of people were printing documents with the firm letterhead, which has the firm's logo in blue. Knowing this information lets us take steps to correct the situation, such as mandating that all internal documents are printed in black and white.

"The YSoft SafeQ management reports are comprehensive and easy to access. We can see what document was printed how many times by whom, so we can find out when people are printing excessively. This helps us save money and reduce the number of pages we print, which also reduces wear and tear on the printer, and reduces the amount of toner we use. It all adds up.

"Working with Y Soft has delivered important benefits for Kreisson and we're very appreciative of the high level of customer service and responsiveness from the Y Soft team."

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– Kanella Glinatsis
Accounts Administration