

Law firm selects Lexmark laser printers, warranty and supplies for new headquarters location to save space and reduce costs.

Lexmark lasers are sweet music to Boult Cummings Conners & Berry

The Organization

Located on Nashville, Tennessee's famed Music Row, Boult Cummings Conners & Berry provides legal services to high-profile clients across the United States. With more than 100 attorneys among its 200 employees, the firm serves clients representing a variety of industries, including banking, finance, manufacturing, healthcare, real estate, construction, communications, wholesale, retail, and entertainment.

The Challenge

If sheet music is the driving force behind Nashville's world-renowned music industry, then legal documents, and lots of them, are the lifeblood of Boult Cummings. That's no surprise for a law firm of its size. But what is surprising is that some of the firm's printers had logged close to one million pages, according to Chief Information Officer J. Douglas Leins. Keeping these older devices operating was fast becoming prohibitively expensive and a headache for his IT staff.

As it prepared for a move into its new headquarters, Boult Cummings decided the time was right to retire its aging printer fleet. But with downtown real estate at a premium, the firm had a unique requirement: new units needed to occupy the smallest amount of floor space possible and they needed to fit well into the firm's stylish new surroundings. Sorting bins, staplers and extra input trays that attached to the side just wouldn't do. The new printers would have to deliver top-quality and high-output volumes, yet expand vertically, not horizontally.

"For one printer, this would not be a big deal, but for 30 printers, the square footage adds up and can really increase costs substantially," said Leins.

The Solution

After studying products from several manufacturers, Boult Cummings decided on a solution from Lexmark.

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—Doug Leins
Chief Information Officer
Boult Cummings Conners & Berry
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"We did our own market survey to see what types and sizes of printers were available," said Leins. "The Lexmark solution met all of our requirements for performance and management. And the one we chose occupied the smallest amount of floor space for the capabilities it provided."

Boult Cummings removed 43 H-P devices and installed just 27 high-performance monochrome laser printers from Lexmark.



The reduction in the number of devices helped the firm save even more space and reduce overall costs on supplies and maintenance.

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—Doug Leins

Priding itself on exceptional client service and making a good impression on clients, Boult Cummings also chose to use genuine Lexmark toner cartridges instead of unbranded aftermarket or remanufactured ones.

“For documents we show our clients, we’ve never been satisfied with the quality of remanufactured cartridges,” said Leins. “Any document that will be seen or signed by a client must look perfect.”

The firm also installed MarkVision Professional, Lexmark’s networked printer-management utility. With it, the firm is now able to track and analyze usage patterns, redeploying printers as needed to match demand with capability.

MarkVision Professional also allows the firm’s IT department to monitor operational status, analyze usage patterns by department and individual users, and ensure an adequate supply of consumables is on hand.

Boult Cummings also purchased a three-year extended warranty for all its new devices and the service has been prompt and helpful, according to Leins.

The Results

By turning to Lexmark, Boult Cummings found a solution that saved critical floor space, allowed the firm to replace 43 H-P devices with just 27 Lexmark printers, produce top-quality documents for its clients, and generate the high volumes it demands. The firm manages its fleet of Lexmark printers centrally and has gained control over its inventories of toner cartridges and paper.

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The relationship between Lexmark and Boult Cummings continues to strengthen. “Lexmark is proactive in calling on us and checking on our progress,” said Leins. “Lexmark has been very responsive to our needs.”

To Doug Leins, Lexmark is music to Boult Cummings’ ears.