

Case study:

Anything can change... except the deadline

How Millnet's contingency planning paid dividends for a Top 10 UK law firm

Millnet was engaged by a top 10 UK law firm to produce a series of highly confidential documents relating to a high profile public enquiry, which had to be printed, collated, bound and distributed within 48 hours.

The solicitor in charge of the project commented, "We chose Millnet for a number of reasons. Most importantly, we absolutely had to distribute these reports within 48 hours; missing this deadline would have very seriously jeopardised our client's position. There is absolutely no way we would have been able to deal with this in house - we simply did not have the internal resources to turn this around within the timescales - so Millnet with their sizeable reprographics capacity was our obvious choice. Confidentiality was also a key factor for us, and we were very impressed with the processes they had in place to deal with sensitive documents."

Howard Gendler, Director of Millnet's Legal Services commented,

"Although this was a large project even by our own standards, made more challenging by the tight deadlines, in many ways it was a normal day in the office for us. Our standard operating procedure is to plan for the unexpected - in this case, half of the source documents arrived a day late and the eventual page count turned out to be 50% higher than the initial estimate. Despite these challenges, I am pleased to say that we significantly exceeded our client's expectations on this project.

In all, 412,000 pages were printed from 17 different original documents. The finished document count was just short of 9,000 bound and collated reports, which were delivered back to the client in 175 boxes.

The final word rests with the client: "The quality of the documents was excellent - everything looks sharp. You've made our lives very easy and it has been a real pleasure working with you."

