

**Canon**

CANON SOLUTIONS AMERICA



CASE STUDY

# MORRIS JAMES SUMMONS OFFICE SERVICES TO MEET OPERATIONAL NEEDS

SMART CHANGE STARTS HERE.



## LONGEVITY, ADAPTABILITY, AND TRUST CORE TO LAW FIRM'S RELATIONSHIP WITH CANON SOLUTIONS AMERICA

*ABOUT: Morris James is a full-service law firm and principal provider of legal services with 70 lawyers located in six offices throughout Delaware. Their legal practice encompasses business transactions, corporate finance, intellectual properties, labor and employment, litigation, personal injury, private clients, real estate, and regulatory and tax.*

### Canon Solutions America has powered Morris James with:

- On-site records management.
- Substantial litigation copying, scanning, archival, and indexing services.
- Print Shop and Mailroom management, including collecting, processing, storing, and delivering correspondence.
- Facilities functions including vendor coordination, moves, installs, and set ups.
- Procurement and services contracts oversight.
- Reporting on costs, data, and supply orders and levels.
- Conference room, kitchen and pantry, and supply management.
- Janitorial and maintenance services.
- Business continuity efforts related to the COVID-19 pandemic.

Trust is an important facet of any relationship. Whether preparing for change or adapting in transition, it's key to have someone in your corner you can count on to address problems in the organization with flexibility.

Morris James, a dynamic law firm with six offices throughout Delaware, has addressed distinct operational needs to enhance business continuity and efficiency with the help of on-site staffing provided by Canon Solutions America. Over the course of three decades, this essential alliance has blossomed from strictly transactional hardware solutions and simple on-site records management to intricate scanning and digital transformation components and capabilities.

As a jack-of-all-trades for Morris James, the Canon Solutions America team's efforts reach far beyond fleet and print output management. While providing convenience care and maintenance of Morris James' machines is imperative, Office Services initiatives have proven to be just as critical to the organization's daily success.

Through the years, print shop and mailroom management has branched out to include facilities functions, conference room, pantry, and supply oversight, and high-volume litigation copying and scanning services. Morris James' Business Transaction personnel have benefitted from records retention and Canon Solutions America's expertise when interfacing with file room management. This process, which has included



document scanning and archival services, has helped to refine the firm's database management method to digitize records and index files for efficient and easy access.

Additionally, Canon Solutions America supplies Morris James with mail services like collecting, processing, storing, and delivering mail for the staff. The team maintains an on-site Pitney Bowes mail sorter and manages outsourced courier services, while providing oversight on shipping services within all Morris James office locations.

Facilities Management has also played an integral role as Morris James has reevaluated its office space footprint. Canon Solutions America's on-site manager handles the coordination of all the firm's vendors for facilities work and projects. This has included a move in 2006 to a new office in Wilmington, Delaware, which went forward without a hitch. During the transition, the team helped to pack and unpack the entire copy center and copy satellite area, install, move, and set up all Canon equipment and all shipping and mail services, as well as execute logistical processes with vendors. In addition, Canon Solutions America reports on costs and data, orders and monitors office supply levels, oversees procurement and services contracts, and manages off-site offices, janitorial and maintenance services, and kitchen and pantries.

Longevity and loyalty play a major role in the continuous growth of the relationship. Canon Solutions America's current on-site staff of six individuals has nearly 20 years of dedicated experience with Morris James, bringing a wealth of institutional knowledge to anticipate their operational business needs. During the height of the COVID-19 pandemic, the firm continued to provide vital services with the support of Canon Solutions America and its commitment to operating key business functions seamlessly. As attorneys shifted to remote work, packages and mail were shipped to recipients' homes, helping to ensure business continuity. Throughout it all, the Canon Solutions America staff continued to arrive in the Wilmington location as a trusted and reliant cog in the Morris James system.

With dependability and results acting as the pieces for this winning formula, it's no wonder this relationship has matured into a long-term success.

**"In the RFP process, Canon Solutions America continues to be the best option for Morris James in the long-standing relationship,"** said Sherry Perna, COO of Morris James. **"Superior services and institutional knowledge (are continuously provided) by the staff on-site, who have been long-standing members of the team."**

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**To learn more about Canon Solutions America's Office Services,  
visit [CSA.CANON.COM/OFFICESERVICES](https://CSA.CANON.COM/OFFICESERVICES)**