

CASE STUDY

**Borden  
Ladner Gervais  
(BLG) LLP**



From traditional, office-based work to remote work—in an instant.

**BLG**



**About the customer**

Borden Ladner Gervais LLP (BLG) is the largest, full-service Canadian law firm. Their team of over 750 lawyers, intellectual property agents, and other professionals serves the legal needs of organizations across Canada and beyond.

**Challenges**

- Moving to a remote work model while maintaining business continuity
- Handling confidential documents in a sensitive manner
- Securely transferring files and devices while adhering to safety protocols and meeting client requirements

**“At the start of the pandemic, we suddenly needed to enable most of our employees to work from home. But to meet client deadlines and keep our legal practice running smoothly, we had to make this transition with as little disruption as possible.”**

**- Didhiti Bhoumik**  
Chief Administrative Officer,  
Borden Ladner Gervais (BLG) LLP



**From traditional, office-based work to remote work—in an instant.**

Because of the pandemic, BLG needed to quickly transition employees from the law firm’s offices to a remote work model. But with looming client deadlines and critical projects on the go, they had to enable this move without interrupting operations.

To remain productive, BLG staff required their paper files and legal documents to be digitized for easy, online access within a cloud-based file-sharing service. The secure solution would have to grant employees access while maintaining client confidentiality and protecting sensitive legal documents.

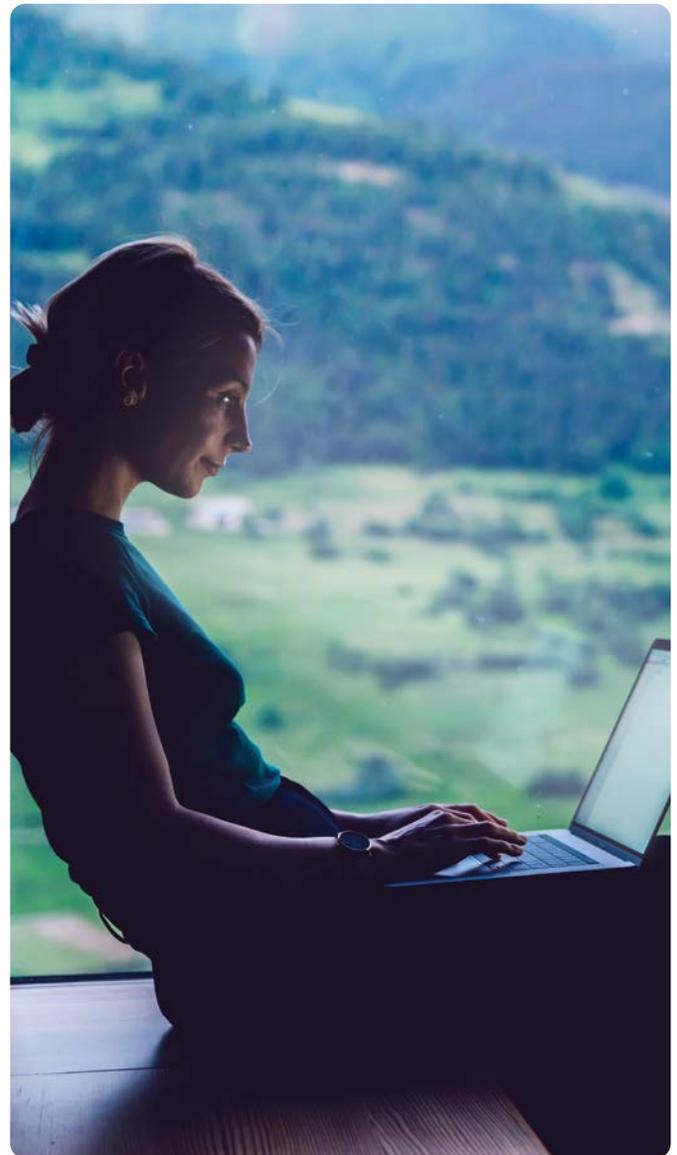
BLG also needed an on-site team to handle incoming mail and securely forward it to lawyers who were now working remotely. Due to the sensitive nature of the law firm’s work, vendors would need to pass background checks and security clearances, as well as complete ethics and security training.

As a result, BLG turned to a trusted partner, Ricoh Canada, to get the job done.



**“We needed a reliable partner who would maintain open communications with us while they handled our most sensitive documents. We had worked with Ricoh for five years before the pandemic and trusted them to get the job done securely.”**

**- Didhiti Bhoumik**  
Chief Administrative Officer,  
Borden Ladner Gervais (BLG) LLP

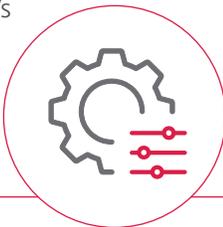




## How we helped

- Outsourced staffing services for administrative and mailrooms tasks
- Digitized all mission-critical documents within the first 30 business days
- Scanned and digitized more than 1.5 million documents overall during the pandemic
- Assisted with the preparation, receipt, and delivery of legal documents
- Managed several physical, on-site virtual trials, along with several video conferences

The Ricoh team got up and running within 24 hours of BLG shutting down their offices. Ricoh leveraged five pillars to smoothly transition BLG's team to a remote work model: **hardware, IT, outsourcing, off-site service, and eDiscovery.**



**“Ricoh adapted quickly as our needs changed throughout the pandemic. They didn't overlook a single detail to ensure that our staff would be as productive at home as they are in the office.”**

**- Didhiti Bhoumik**  
Chief Administrative Officer,  
Borden Ladner Gervais (BLG) LLP

Ricoh also posted a team on-site to navigate the office—and even the staff's desks—to locate documents. Depending on BLG's needs, Ricoh delivered files via courier or digitized them for secure distribution online.

Ricoh's team provided mail services to ensure that employees wouldn't miss any vital communications while working outside the office. They scanned incoming mail and securely sent the digital files to staff across the country. The mailroom team also assisted BLG's Records Branch with preparing, receiving, and delivering legal documents to clients and other law offices.



**“For all work that a legal certification was not required, Ricoh was able to get it done. In this way, BLG was able to focus on practicing law while we took care of the rest.”**

**- Mitchell Pereira**  
National Strategic Account Executive,  
RicoH Canada



## Results

- Transitioned seamlessly between remote work and return-to-work models
- Maintained data security and client confidentiality while enabling employees to work from home
- Focused on client care while Ricoh streamlined time-consuming, manual tasks and handled back-office admin
- Reduced back office operating costs by 80% by scaling Ricoh's services up or down as needed
- Surpassed financial targets during the pandemic, as employees remained productive while working from home

Partnering with Ricoh for Office Services allowed BLG to maintain business continuity throughout the pandemic. Lawyers could handle cases from home while keeping client documents secure and confidential.

The law firm also saw immediate financial benefits by scaling Ricoh's services up and down at a moment's notice without incurring additional expenses. When it came time to reduce their back-office team, BLG was able to do so without the impact of financial penalties to Ricoh employees.

Now, with staff returning to the office, BLG can maintain economies of scale thanks to Ricoh's agility. BLG can continue to scale Ricoh's team as needed. This flexibility allows BLG's in-house team to focus on serving clients, as opposed to the time-consuming processes related to the back office and administration sides of running a law firm.



**“We worked with BLG to identify risks while following policy changes and health and safety protocols. Our close partnership allowed us to create new processes, as well as communicate them on a large scale, so the law firm would remain successful while everyone worked remotely.”**

**- Tim Pavlov**

National Manager of Ricoh Operations for BLG

**Discover how Ricoh can streamline your manual processes and help you better support your remote workforce. [Contact us now.](#)**

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Ricoh Canada Inc. 100-5560 Explorer Drive, Mississauga ON L4W 5M3, 1-888-742-6417

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