The legal vertical is arguably the most document-heavy of any industry, with sensitive paper and electronic documents that need to be brought together, tracked, shared, and handed over on demand. Managing not just the document processes but also the compliance and IT aspects of a law firm or legal department takes specialized expertise and dedicated resources. So, for this first-of-its-kind study focused on the needs of legal customers, Keypoint Intelligence invited all leading document imaging OEMs to complete an exhaustive questionnaire and provide in-depth briefings to detail their legal-relevant offerings in seven key areas: Hardware, Software, Service and Support, Professional Services, Security, Market Leadership, and Industry Certifications.

In the study, Konica Minolta stood out in every category evaluated. Its lineup of Konica Minolta bizhub MFPs can satisfy the office output needs of any organization, and the company offers production-level equipment for large law firms that require on-demand high-volume output and finishing onsite. On the software front, the company offers its own legal-focused workflow solution, Dispatcher Phoenix Legal, along with an array of third-party solutions to handle output accounting/billing, document and records management, e-discovery and forensics, and more. Equally impressive are the professional and IT services capabilities the company offers, such as The Lawyer’s Help Desk service of its All Covered division staffed with technicians and systems engineers with who specialize in legal-industry software and integration.
“In analyzing the various solutions, services, and resources Konica Minolta can bring to the table for its customers, it became clear that the company takes its role as ‘legal integrator’ very seriously,” explained Jamie Bsales, Director of Solutions Analysis for Keypoint Intelligence. “It has curated an excellent portfolio of class-leading solutions from noted industry partners, and the legal-specific IT services the company delivers through All Covered are a tremendous resource and a true differentiator. Moreover, the bulk of the company’s software and services offerings are available to both the direct and dealer channels.”

About Keypoint Intelligence - Buyers Lab

Keypoint Intelligence is a one-stop shop for the digital imaging industry. With our unparalleled tools and unmatched depth of knowledge, we cut through the noise of data to offer clients the unbiased insights and responsive tools they need in those mission-critical moments that define their products and empower their sales.

For over 50 years, Buyers Lab has been the global document imaging industry’s resource for unbiased and reliable information, test data, and competitive selling tools. What started out as a consumer-based publication about office equipment has become an all-encompassing industry resource. In a landscape that’s ever evolving, we change with it.

About Buyers Lab PaceSetter Awards

Based on exhaustive questionnaires, in-depth interviews, and a proprietary rating scale, Buyers Lab PaceSetter awards recognize those document imaging OEMs that have shown market leadership in a variety of categories, including Document Imaging Security, MFP Platforms & App Ecosystems, Mobile Print, and key vertical markets.