Case study

Jackson Walker L.L.P.

HP Managed Print Advanced Specialist CBT boosts print reliability, productivity for legal firm

“Now printer support is truly managed, which is great news for my staff. I’m able to redirect my desktop support team to other tasks, which helps me drive down ownership costs and improve service overall.”

—Mark BeMent, chief information officer, Jackson Walker L.L.P., Dallas, Texas

Jackson Walker, a Texas-based law firm with more than 340 attorneys in seven Texas cities, is dedicated to delivering efficiency and value to its clients. In keeping with this commitment, the firm traditionally squeezed every bit of value out of its print environment. It often kept printers in service for 8-10 years, and chose remanufactured toner cartridges over HP supplies in an effort to control costs.