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QUINLIVAN & HUGHES TRUSTS MARCO FOR MULTIPLE SOLUTIONS

For over 30 years, Marco has provided multiple technology solutions for law firm Quinlivan & Hughes. The full-service law firm utilizes Marco's copier/printer, voice, shredding, maintenance and remote Support Desk services. They rely on Marco for assistance with their technology—from IT to print.

"Having a partner like Marco who we know is going to do a great job and understands the needs of our business—and can fulfill those needs—is really important," said Jon Ruis, Director of Strategy & Business Development at Quinlivan & Hughes.

Ruis explained that his internal IT staff member has regular conversations with Marco Technology Advisors to maintain a solid relationship. "Marco has always been really responsive to that. The staff members may work at Marco, but they take pride in making sure our business grows, we can do the things that we want to do, and technology won't be the thing that holds us back."

KEY BENEFITS



Multiple solutions from the same trusted vendor



Safety and security across various technologies



Consultative approach for future strategic planning

THE SOLUTION

From business reviews about their technology environment to Technology Assessments for IT health checks, Marco's team is always there for Quinlivan & Hughes. They also offer the advantages and disadvantages of solutions: "Marco says, 'Here's an option that you probably don't need because it's way more than necessary, but here's what I think you could need, and here's one that I'm scared if you don't do it.' Their expertise and honesty make them a trusted partner," Ruis said.

Marco has never disappointed, even working through challenges with Quinlivan & Hughes when technology didn't cooperate. "We definitely feel satisfied. As technology changes, an organization like Marco can offer so many value-adds that come with growth and getting bigger, and it's been great. Why have six vendors when you can have one who will take care of you?"

Marco service members arrive on-site when needed to assist with equipment or perform preventative maintenance. Auto-toner and supplies are delivered for the copier and printers. Shredding boxes are picked up each month, and their confidential documents are properly, securely disposed. Technology Advisors and engineers help them plan for short and long-term decisions to keep their company aware of the latest technology.

CASE STUDY // INTEGRATED SOLUTIONS



Quinlivan & Hughes was established nearly a century ago with the mission to provide individuals in St. Cloud and communities throughout Minnesota with guidance in their personal and professional legal matters. The firm prides itself on delivering personal attention, individualized solutions and effective results.

Since its inception, Quinlivan & Hughes has grown into a professional association of more than 20 attorneys. The firm developed core competencies to offer comprehensive legal offerings to their clients. The lawyers work with each other across disciplines to develop uniquely effective solutions for the clients they represent. Visit quinlivan.com for more information.

“With Marco, every project has been seamless and worked well. For us, the biggest piece about our relationship with Marco is that we’ve built that strong rapport, and they really care about our business. They’re proud when things run well around here,” Ruis explained.

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Since Quinlivan & Hughes relies on Marco for many solutions, their network is securely tied together. Their printers, data, and phones are all protected with the highest security. Of course, their document shredding is handled with an NAID AAA Certified method, and they receive a Certificate of Destruction.

Ruis said he appreciates having a partner grow with their business and keep all their systems “under one roof.” Although Quinlivan & Hughes has internal IT sources, Marco is a valuable component of their success. “We have experts we can call, bounce ideas off, and keep us up to date. Plus, the confidentiality on our network and expecting one internal person to keep up with the technology is a lot. Even our printers are wired to the network.”

To plan for the future, Quinlivan & Hughes received a Technology Assessment from Marco. This audit-like experience allowed Marco to determine areas of strength and areas for improvement in their solution sphere. They gave Quinlivan & Hughes constructive feedback, which helped in strategic planning.

Ruis and his team will continue to rely on Marco for their print, IT, and shredding needs. “Our goals are to continue what’s working well and keep everything safe and secure for us. Having one company we can turn to is the right solution for us.”