



CASE STUDY:

Cuatrecasas strengthens its status as one of Europe's leading law firms



CUATRECASAS

Working with Ricoh, Cuatrecasas deployed state-of-the-art communications and workspace solutions that encourage collaboration, enhance client services, and boost its corporate image.

COMPANY & CHALLENGE

Cuatrecasas is a leading corporate law firm operating in 13 countries worldwide. Employing 1,700 people of 25 nationalities, the company provides expert legal services including arbitration, mergers and acquisitions, tax, intellectual property, employment law. Cuatrecasas was named the most innovative firm in continental Europe by the prestigious British publication Financial Times for two consecutive years (2018 and 2019) and in 2020 was named 'Iberian law firm of the year' by The Lawyer.

Award-winning European law firm Cuatrecasas employs some of the sharpest minds in the business in Spain and Portugal. But with lawyers, academics, and researchers working at multiple locations, how could Cuatrecasas develop workspaces and operating practices that facilitate collaboration, help to improve client services, and ensure visitors leave with a positive image of the company?



OBJECTIVES

Cuatrecasas has built its status as a leading European legal advisor by developing an extensive network of cross-disciplinary experts able to tackle the most complex cases. Delivering successful outcomes for clients depends on close collaboration between teams working at the company's main Barcelona, Madrid, and Lisbon offices, and with colleagues in local sites.

To achieve this, Cuatrecasas strives to create workplaces and business processes that support the rapid exchange of information. While physical offices serve as a powerful image of corporate identity to clients and commercial partners, and provide hosting space for seminars and speaker-led presentations, face-to-face meetings often involve time-consuming and costly business travel. To enable round-the-clock communications between hundreds of lawyers and their clients, the company looked to design a collaboration strategy that would combine the advantages of in-person interactions with the agility benefits of remote working.



Ricoh has always been an excellent partner, starting with managed print services and now extending into communications and workspace solutions. They understand our objectives and deliver genuine expertise and first-class support that enables us to reach our digital collaboration goals. It's a very valuable relationship that strengthens our status as a leading European law firm.

*Xavi González, Systems and
Workplace Manager, Cuatrecasas*





SOLUTION

To achieve this strategic goal, Cuatrecasas engaged long-term partner Ricoh to provide a broad range of solutions and services that would support fluid cross-business communications and flexible working. From desktop videoconferencing services to full audiovisual (AV) presentations in physical auditoriums, the new solutions enable dynamic combinations that successfully integrate in-person and digital experiences.

After initially focusing on the Madrid and Barcelona locations and 12 subsidiary sites in Spain, Cuatrecasas and Ricoh extended the project into Portugal, where the law firm moved to a brand-new Lisbon office at the end of 2021.

During the engagement, Cuatrecasas worked with Ricoh to deploy unified communications solutions, including Cisco and Crestron AV equipment, Zoom videoconferencing software, and infrastructure, security, and multi-location connectivity tools.

In addition, Ricoh's solution experts deliver an end-to-end managed service, working full-time at company locations to monitor, govern, and optimize systems performance.

Furthermore, Cuatrecasas worked with Ricoh to equip its office auditoriums for speaker-led events. In Madrid and at its new Lisbon site, the company uses sophisticated AV equipment, including wireless microphones and digital video and sound equipment, which enables guest speakers to deliver presentations in a polished, professional manner. During live events, Ricoh technicians provide expert support from the auditorium control room. Ricoh also provides cross governance services for printing and audiovisual services and endeavors to always support Cuatrecasas at the highest level.

BENEFITS

Working with Ricoh, Cuatrecasas has made collaboration between its lawyers, researchers, and experts easier than ever. All key stakeholders in the company enjoy access to reliable, modern audiovisual and videoconference tools, enabling them

to consult colleagues in other locations, discuss legal developments, and share ideas. Fundamentally, this more interactive and agile collaboration model enables teams to solve problems and reach decisions faster, helping Cuatrecasas to deliver stronger services for clients.

By installing digital workspace and auditorium equipment, Cuatrecasas has also enhanced the visitor experience for clients. The solutions help to ensure visitors leave corporate offices with a positive impression of Cuatrecasas as a forward-looking, innovative presence in the legal sector. Already rated as a top-two legal firm in Spain, the opening of the new Lisbon office and auditorium will help the company achieve a similar status in Portugal.

The Ricoh partnership proved instrumental in ensuring Cuatrecasas maintained business as usual during the COVID-19 pandemic. Ricoh provided additional Zoom licenses that enabled legal teams to represent clients during virtual arbitrations, and to run large-scale internal webinars and meetings to exchange information. Ricoh technicians also worked on site and remotely to maintain systems uptime and deliver user support.

ABOUT RICOH

Ricoh is empowering digital workplaces using innovative technologies and services, thus enabling individuals to work smarter.

With cultivated knowledge and organizational capabilities nurtured over its 85-years history, Ricoh is a leading provider of document management solutions, IT services, communications services, commercial and industrial printing, digital cameras, and industrial systems.

Headquartered in Tokyo, Ricoh Group has major operations throughout the world and its products and services now reach customers in approximately 200 countries and regions. In the financial year ended March 2021, Ricoh Group had worldwide sales of 1,682 billion yen (approx. 15.1 billion USD).

For further information, please visit www.ricoh-europe.com

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