



## CSI LEASING CASE STUDY

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# Clarks Legal

 clarkslegal  
The Diverse Law Firm



For over 100 years  
Clarkslegal has built its  
practice to respond to the  
demands of their clients.  
This approach has led them  
to offering a broad range  
of City-quality legal support  
across offices in London  
and Reading at highly  
competitive fee rates.



Providing strategic advice to start-ups, SMEs, PLCs and large multinationals, life at Clarkslegal is fast-paced.

To this end, as part of a shift away from the obsolete Windows phone platform back in 2018, the firm was evaluating mobile handset options. Szabolcs Ujvari, Head of IT from Clarkslegal picks up the story:

“As a dynamic and innovative law firm, there is a requirement for us to provide secure, anytime, anywhere access to named individuals to make sure they can provide customer-centric solutions.

“When the firm was looking to shift mobile platforms, the obvious choice was Apple’s iPhone. However, because of the desirability of the Apple brand, we needed to balance the large capital cost that we were required to find up front somehow.

“It was at this point we engaged with CSI Leasing. Our account manager listened to our requirements and we came up with a leasing model, whereby we weren’t required to find the budget upfront. Instead, we could spread the cost over 2 years, which is broadly in line with the useful life of fast-moving mobile handsets.

With a relationship in place between Clarkslegal and CSI Leasing, the stage was set for further collaboration between the two organisations.

## Capex to opex

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Back in 2018, Clarkslegal moved to their main office in Reading.

“Although we had a new office space, our people need to be mobile, and use the right devices,” comments Szabolcs.

“We spent a lot of money on refurbishing the office, buying furniture etc. To that end, we were keen to shift more of our capital expenditure to operational expenditure. But we needed to make sure there were no compromises on the quality of the experience for our people.

“Using the basis of the model we had with CSI Leasing for iPhones, we procured Microsoft Surface devices. This means across laptops and mobile phones; we had a high-quality provision that was delivered in a way which aligned with the way we wanted to manage our money.”



## Prepared for the worst

This movement to mobile, across both end user computing platforms, proved to be a masterstroke, and not just because of the financial benefits.

When the pandemic and resulting lockdowns struck, Clarkslegal had everything they needed in place in order to continue providing world class services to their clients.

Szabolcs explains:

“When the lockdown struck, everyone was desperately looking for devices.

“We spoke to our account manager at CSI Leasing, who was able to supply some high quality reconditioned hardware to see us through in less than a week. He was able to listen to our requirements for different users, recommend a solution and get them in the hands of our people really quickly. The whole thing, considering we were in the midst of a pandemic, was really great.

“The quality was that good, we’re still using them now! We’re very pleased, CSI was a huge help.”



Now operating a hybrid approach of office and remote working, which is likely to stay in place for the long-term, there is now a sustainable need to maintain the world-class standards of mobility across their estate.

“Lockdown helped us make people more mobile. But the office of today and tomorrow is agile. Every couple of years we need to be issuing our people with the latest and greatest in mobile devices to support this,” says Szabolcs.

## End of term flexibility

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The initial term was two years for Apple devices, which unfortunately coincided with another lockdown. With half their staff at home juggling home-schooling and living through lockdown, and the other half situated all around the world, it was decided the most sensible thing to do logistically would be to extend the contract.

“In relooking at the contract, we were able to get more handsets and more laptops. It made our existing budget go much further than we anticipated,” says Szabolcs proudly.

“As we were collecting the devices, some colleagues wanted to keep them. CSI Leasing made the process really simple for us. Those that wanted to keep the device were able to make a single low cost payment to own it.”





## Why CSI Leasing?

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When asked about a recommendation to CSI Leasing, Szabolcs is clear in his response:

“CSI Leasing is incredibly flexible. We are a small firm, but it never feels like it with CSI Leasing by our side. They’re able to use their scale and relationships to engage with big vendors, like Apple, on our behalf. Both in terms of ordering, and solving problems when they’ve risen, CSI Leasing has become a helpful alliance.

“From an admin perspective, CSI Leasing helps simplify everything. All documents are electronically distributed and signed through DocuSign. We can keep track of all of our leased technology assets 24/7 through MyCSI - CSI Leasing’s asset tool provided as part of the service. Their digital-first processes make our life easier as a hybrid working organisation.

“While it’s great to have robust processes and technology, CSI Leasing also has skilled and experienced team members I can turn to at any time.

“Although the commercials are competitive and service levels are strong, there’s no compromise on information security with CSI Leasing. For us as a law firm, we get a lot of comfort that CSI offers accredited, in-house IT hardware recycling - giving us the certification and consequential peace of mind that data wiping has been performed to the highest levels the industry can offer.”