



CSI LEASING

CSI LEASING CASE STUDY

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# Harper Macleod



Harper  
Macleod LLP

As one of Scotland's leading full-service law firms, Harper Macleod has specialists across all legal disciplines, covering services that span professional and personal life. They offer a complete range of legal services for business, individuals & families, the public sector, and the modern rural economy in Scotland, the UK and beyond.







## Looking at leasing

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With shorter lifecycles, Richard was keen to explore other finance models to reduce the total cost of ownership:

“Having previously purchased outright, we knew we needed to look at leasing, for a number of reasons. Firstly, we wanted to find a way for us to manage the technology transition in a secure and operationally efficient way, and secondly to provide a way to spread the cost of the devices over the shorter useful life of the product.”

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In their first foray into the world of leasing, Harper Macleod had a poor experience with another vendor. With a misalignment on what constitutes fair wear and tear, the firm was keen to engage with a more professional and ethical outfit for their second iPhone deployment.

## Enter CSI Leasing

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For the second rollout of iPhones, Harper Macleod engaged with CSI Leasing.

“From a logistical perspective, the whole process was really easy. All devices were shipped centrally to the office, colleagues were handed a new one and handed back their old one at the same time,” comments Richard.

“We valued the fair and flexible approach to end of life treatment, and the fact that CSI Leasing doesn’t outsource key elements like the end of life disposal. Everything stays within the CSI group.”

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As part of a commitment to put customer needs at the heart of everything they do, there is a need to allocate mobile technology to their people to ensure they can operate at maximum productivity and efficiency whenever and wherever they are.

**Richard Harvey, IT Director, at Harper Macleod picks up the story:**

“For a long time Blackberry handsets were loved by lawyers. Since the demise of Blackberry, we moved to iPhones and are now on our third consecutive rollout.”

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Typically within law firms, the useful life of IT hardware is around four to five years. But considering the pace of technological innovation, and technical considerations around battery life, that’s not feasible for smartphones. Over a period of time running through charging cycles, batteries eventually last half a day and need to be replaced.



## Deployment during COVID

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Fast forward to their next deployment and Harper Macleod, much like every law firm around the world, had to deal with a huge COVID-shaped curveball.

While the business was keen to continue their partnership with CSI Leasing, there was a clear need to redefine the operations and logistics of how the technology migration was managed.

With the UK in the grip of a lockdown, all Harper Macleod colleagues were working remotely, which meant the previous model of shipping devices centrally to their office and centrally deploying the handover and collection from individuals was not fit for purpose.

**“We didn’t want large numbers of iPhones and screen protectors coming back in for us to individually fulfil, or to have to manage the return and processing of the legacy technology,”** Richard adds.

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Harper Macleod centrally sourced all new technology from Apple, including insurance-approved screen protectors, and deployed at an individual employee-level direct to their homes.

All devices were configured to Harper Macleod’s information security standards using MDM, ensuring that users got access to the apps they needed to maximise productivity while protecting the business and their corporate network.

Once the device was up and running, CSI Leasing shipped out packaging, prepaid returns labels and instructions to employees to get the devices safely back to CSI Leasing’s lifecycle services centre in Sheffield. The Harper Macleod IT team worked closely with CSI Leasing’s operations team to ensure the COVID secure handover process was done both efficiently and securely.

**“The logistics of asking large numbers of colleagues coming back into a central location would have been challenging - CSI Leasing saved us a huge amount of time and effort,”** Richard says.

**“It would not have been efficient for us to manage the deployment. It was a huge help to have CSI Leasing on board to help us navigate our way through what was ultimately for us, and many businesses, new territory.”**

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After auditing the returned devices, CSI Leasing provided a fair and reasonable approach to wear and tear, often an area overlooked by other leasing providers. Most leasing companies outsource end-of-life procedures and this is often where hidden charges can make an almost too-good-to-be-true deal come unstuck.





# Unparalleled Customer Service

As Richard explains, it's not just smartphones where CSI Leasing have proved their worth.

"Just before the first lockdown, everyone in the world was trying to get hold of laptops. I was able to speak to our account manager at CSI Leasing, who was diligent as always. He was able to procure a number of reconditioned laptops to get us through the initial period until stock levels of new devices recovered.

"In their commitment to service excellence, CSI Leasing has gone from a business we leased from, to a business who is with us every step of the way. We wouldn't go anywhere else now."

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Because this is the third consecutive rollout, all the users do is put the SIM card in, go through some standard initial Apple set up factors, and enter their corporate credentials. Following that process is enough to initiate the MDM to start deploying the standard Harper Macleod secure configuration.

"The feedback from users was excellent," says Richard. "They found it extremely straightforward. From their point of view, they literally put the old device in a box. We weren't asking them to post it, a courier even came to their house to collect it. It couldn't have been any more light touch from their perspective."

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## Why CSI Leasing

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When asked why organisations looking to procure hardware should engage with CSI Leasing, Richard is clear in his response:

“CSI Leasing is super flexible, which makes the whole process very easy. They take the heavy lifting from you and make it possible to execute and manage large technology transitions incorporating end-to-end, in-house service covering both the deployment of new and return of unwanted hardware.

“That said, you’re not going to use a leasing company if the figures aren’t right. With CSI Leasing, competitive pricing is a given. But what really separates them from the rest is value-added services like consolidated ordering and invoicing, supply chain engagement, procurement, and operations management, as well as forward and reverse logistics.

“The fact that EPC Global Solutions, part of the CSI Leasing group, can also offer first-party, secure collection and wiping using Blancco. This secure and environmentally friendly repurposing of our legacy hardware really helps us to meet our security and sustainability obligations too.

“With CSI Leasing, you get a dedicated account manager and an operations executive to manage your deployments. Our people are often busy prioritising customer requirements, so occasionally they may need a slight nudge. It’s a huge help to have reliable individuals acting on our behalf.”

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