

LAW IN ORDER PARTNERS WITH KONICA MINOLTA FOR SPECIALTY SERVICE SUPPORT

“The service Konica Minolta provides fits perfectly with what we deliver to our own clients—fast, accurate, and dependable. We’re looking forward to many more years working together.”

PETER HARTLEY
HEAD OF OPERATIONS
LAW IN ORDER



Industry: Legal
Location: Sydney, NSW

Law In Order, Australia's leading provider of document and digital services to the legal sector, has relied on Konica Minolta for more than 20 years. In 2021, they transitioned to an exclusive partnership across their production print fleet, which includes 28 devices. With tight deadlines, large volumes, and no room for error, Law In Order prioritises reliability and responsiveness—qualities that Konica Minolta delivers consistently.

In a high-pressure environment where every page matters, this longstanding relationship is built on performance, reliability, and exceptional service support.



KONICA MINOLTA



CHALLENGE

In the legal industry, accuracy and speed are critical. Law In Order manages complex, time-sensitive documentation for court proceedings, eDiscovery, and legal case management.

The business needed a partner who could:

- » Provide high uptime and reliability
- » Deliver exceptional service across all sites, including on weekends
- » Offer predictable print quality and streamlined digital workflows

Previously, Law In Order had to pre-book technicians for major weekend jobs to avoid downtime—a costly and inefficient workaround. With legacy providers underdelivering on service, Law In Order explored new options.



“Getting it right for clients means having reliable equipment and fast service. If something goes wrong, we need someone on-site straight away. That wasn’t happening with our previous provider.”

PETER HARTLEY
HEAD OF OPERATIONS
LAW IN ORDER



SOLUTION

After a thorough market review, Law In Order selected Konica Minolta—at a slight premium—based on trust in its local service network, robust equipment, and customer-first approach.

Key upgrades included:

- » A full fleet of AccurioPress colour and monochrome production devices, including 9 colour and 19 mono systems
- » Streamlined digital workflows using high-speed, in-built scanners
- » Expert technical support, from site relocations to proactive service tweaks

“We don’t have to pre-schedule support anymore. We trust that Konica Minolta will respond fast—and they always do. That confidence is invaluable to our team.”

JULIAN MCGRATH
CHIEF EXECUTIVE OFFICER
LAW IN ORDER

One standout example was a major site relocation where the Konica Minolta Solutions Analyst took ownership of the entire process—from logistics to on-site coordination—ensuring zero business disruption.



CUSTOMER BENEFITS

- » 3+ million impressions per month across five national and offshore offices
- » Improved print quality and colour consistency
- » Significant uptime improvements and reduced reliance on scheduled service
- » A dedicated team that feels like part of the business

Julian McGrath adds, “Our relationship manager at Konica Minolta, is the most outstanding rep of any supplier we deal with. He and our service team, and others—have become great friends of the business.”

When Law In Order’s AccurioPress fleet came up for renewal, the company again reviewed the market—and chose to stay with Konica Minolta. The decision reflected not just product reliability but a partnership based on trust, consistency, and shared values.