



# Print4Pay Hotel

## Discovery Questions for Legal

1. How many reams of paper do you use per month with your present device or what is your average monthly volume?
2. Do you have a fax option with your current device? If the answer is no, would you consider a fax option with your new device?
3. Do you need the new device to staple or hole punch?
4. Do you need more than two paper source trays?
5. Are you using any cloud services like MS 365, Dropbox, Box, Google Drive?
6. is there anything you don't like about your existing copier?
7. Are you currently using the scanning feature with your existing device? If so, are you scanning to email or scanning to a folder?
  - a. Could you please walk me through your scanning process?
8. When scanning documents would there be a benefit if the scanned pages were saved as searchable. pdf's (meaning you could search a work, phrase or number when you open the scanned document in Adobe reader)? OCR
9. Would it be a time saver if you could scan documents and have them saved as a word or excel doc for editing?
10. Do you have a need for Bates Stamping?

# Discovery Questions for Legal (continued)

11. What is the name of your Business Line of Software?
12. What type of law does your firm specialize in?
13. Are you currently billing back clients for scanning, copying, printing or scanning? If so, how are you doing that, is it a manual process or are you using software?
  - a. If the answer is no to the above question, go with this. New technology now allows law firms to capture and bill for faxing, copying, scanning and printing. In addition, it would add an additional revenue stream for the firm. Is that something you would consider?
14. Are you happy with your current vendor?
15. Is your current system owned or leased, if leased when was it installed and when does the lease expire?
16. Do you currently copy, print, fax or scan 11x17 (tabloid) paper?
17. Would you like to copy or print in color?
18. Do you have any additional printers in the office, if so can you tell us more about what types of documents are printed to those devices?
19. Besides making coffee is there anything else you wish your copier could do?
20. Can you provide me with a copy of your present lease and maintenance agreement for review?
21. Would there be an interest in creating fillable forms?
22. Is there a need for saving documents in PDF/A format?
23. When scanning document or copying documents, what would be the maximum number of original documents?
24. Is there a need to produce over sized prints or copies (meaning 12x18,13x19 or larger)?
25. Would having a secure print feature for all your devices be helpful?

**Note from Art:**

Obtaining answers to all of the questions will better help position you and your dealership as the leading candidate to buy from. Most sales people will ask about current speed, current volume and maybe paper sizes only.

Yes, there a lot of questions, but these questions allow you to dig deeper with the client and get a better understanding of their needs.