



UBS Helps Buffalo Law Firm Meet Printing Demands

Gross Polowy is a Buffalo law firm that has turned to UBS for years whenever their team needs a printing device. Robert Abrams, Gross Polowy's Systems Engineer, and Zach Corbin, the IT Engineer, manage contractual documents, IT management, and the implementation of various operational technologies. As their print production output grew, it started to exceed their in-house capabilities. Their team soon realized they needed to do a better job on managing output, their users, and the security of each device.

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The Challenge

Overwhelming Print Jobs.

Because Gross Polowy represents the financial servicing industry, its team must rely on secure and reliable printing devices to produce detailed documents. Due to the high-volume of printing, employees had a difficult time finding an available device in the office that wasn't in use. At any given time, it wasn't unheard of to have up to 400 jobs in print queue. The team became extremely frustrated, being forced to print outside the office every time a device failed or the queue backed up. In the long run, they lost time and money.



The Solution

Safe and Efficient Software.

Since Gross Polowy already had a relationship with UBS, they knew who to turn to when they started having technical difficulties. Their previous devices simply had no way of balancing the workload between available devices and the staff's wait time. The time it took for employees to retrieve print jobs became counterproductive. And after analyzing this process, UBS presented Gross Polowy with a solution that stores print jobs on a secure printer until the user releases these jobs.



Here's What You Can Do With Uniflow

- Print to any device and retrieve documents from any other available device
- Manage output based on job size
- Retrieve stats and reports on the output, allowing you to budget more efficiently
- Set budgets for departments and users
- Create cost centers for specific departments
- Manage job ticketing for production more efficiently
- Integrate with Google cloud print
- Scan-to-cloud and route scan jobs

**“Uniflow just works.
The response time for
service from UBS has been
phenomenal.”**

- Robert Abrams, Systems Engineer

The Results

A Productive Workflow.

Gross Polowy says Uniflow has been a “rock-solid program.” It’s kept them from having to constantly reboot copiers, chase print jobs, and explain how burdensome the system is. The team is consistently happy with response time whenever they have an issue.



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