

Bird & Bird Improves Mobility and Collaboration with iManage

Seamless Integration of Multifunctional Printers with iManage Work Supports Greater Agility in New Open Office Environment



Industry:

- Legal

Challenges:

- The move to a new modern office required a new, more flexible user and matter-centric print and document solution
- Catering for agile/mobile working, guests, and moving from silos to sharing resources in an open plan environment
- Ensure confidentiality was of the highest standard

Solutions:

- Unique iManage developed bi-directional Document Process Automation linking HP multifunction printers and iManage Work Product Management
- Single sign-on at every device via building access card for every application with secure follow me pull print
- Seamless and complete secure mobile print solution for key iOS, Android and other mobile platforms

Bird & Bird is a global law firm with more than 1,100 lawyers in 27 offices across Europe, the Middle East and Asia, as well as close ties with firms in other parts of the world. Bird & Bird provides seamless international services; about 75 percent of the firm's major clients work with more than one Bird & Bird office.

Challenge

Technology Refresh to Foster Collaborative Environment

Bird & Bird implemented iManage Work in 2005 to manage documents across its offices globally. In 2016, the firm will consolidate 650 employees from its current 3 London building campus into a new 142,500-square-foot building.

"As part of the move, we want to refresh technology wherever possible," said Karen Jacks, Bird & Bird's IT director. *"Our new office will have an open floor plan designed to foster greater collaboration among our teams. We want to improve mobility and agility so it is easier for everyone to go from their desks to meeting rooms to break out spaces and still be able to seamlessly do their jobs."*

Printing posed a challenge because the firm was using an array of printers, including some MFPs that were not well integrated into its workflow. This approach frustrated employees, who were mobile and wanted to access information when and where they needed it. Lawyers often had to leave meetings to go back to their desk to print documents or contact their assistant to do it. Additional time was wasted if they had to wait for other print jobs.

"Most importantly, is that iManage is a core component to supporting the mobility and collaboration the firm seeks to achieve at its new headquarters. The printer is the new water cooler. People now move around more and talk to each other, which fosters the greater collaboration we want to achieve with our new building design."

— Karen Jacks, Bird & Bird's IT director

Benefits:

- iManage Work client experience extended to MFPs allowing search, view, print and new version scan on demand at any available HP MFP
- Printed document access at any MFP or via any mobile without the need to log on via PC means instant retrieval of info especially during client meetings
- Reduced printing-related costs
- Enhanced security for confidential data
- Simple and intuitive interface with tablet experience and full device keyboard assists greatly in fast user adoption and benefit exploitation
- Documents printed out on demand at any available device in the building

Products:

- iManage Work
- iManage Work MFP Connector

About iManage

iManage is the leading provider of work product management solutions for legal, accounting and financial services firms and the corporate departments they serve worldwide. Every day iManage helps professionals streamline the creation, sharing, governance and security of their work product. Nearly 3,000 organizations around the world — including more than 1,800 law firms — rely on iManage to help them deliver great client work. Headquartered in Chicago, iManage is a management-owned company.

Learn more at iManage.com/products



Confidentiality is of the highest priority so a secure, pull print solution meets this objective and reduces wastage or potential of duplicate printing. *“Printing is not the most exciting aspect of our job. But when it doesn’t work, everyone is unhappy,”* said Jacks. *“We had several goals with our printer refresh: Replace aging printers with more modern MFP solutions, reduce printing costs, support mobile access to printers, improve security and improve integration so that employees could have access to all printing, scanning and copying functionality no matter where they were.”*

Solution

Mobile Workforce Gains Efficiency with iManage Implementation

Bird & Bird engaged with Landscape Group, a multifaceted IT solution provider in the U.K., to explore the iManage-enhanced HP MFPs for integrating into the firm’s workflow. At the same time an alternative short-listed, more traditional copier-centric supplier was also invited to deliver a test platform head-to-head comparison.

The two solutions were put to the test in a real world usage environment: Landscape worked with the iManage team to provide the firm with iManage-written connectors designed to integrate iManage Work with new IT centric HP FLOW MFPs. A model office was created, with 15 employees testing each vendor’s technology for ease of use and functionality. Users unanimously endorsed the iManage-enhanced solution.

“The feedback was consistent! Printing in conjunction with iManage Work was easier and more intuitive,” said David Smith, Landscape Group’s CEO. *“The employees appreciated that integration of iManage with the MFPs supported the natural way they worked, and allowed them to do everything they were accustomed to doing on the desktop – such as previewing, and scanning or printing on demand – while on the go.”*

iManage Document Process Automation enables employees to access their documents directly from any MFP touchscreen or from their mobile device, using a single sign-on. They can print an entire document, select pages or just view it online via the device screen. This simplifies and streamlines their workflow and enhances security with new auditing functionality.

iManage Work also allows users to edit and save documents from their tablets and other mobile devices. They can mark-up hard copies, and scan them at an MFP and file in iManage Work either as a new version of an existing document or a new document.

Benefit

“Once we decided to integrate MFPs with iManage, we wanted to implement it sooner rather than later,” Jacks noted. *“Introducing it before the move gave our employees a chance to become familiar with the way the technology worked, since there will be so many other new and unfamiliar things for them to adjust to at the new headquarters building.”*

While still too early to measure the implementation’s ROI, Jacks expects that printing expenses will drop significantly, when calculating firm’s past spending on toner, paper, maintenance contracts and indirect costs related to supporting more than 150 printers spread across various floors.

Employees are raving about improved efficiency. *“Before, when employees would send a document to the printer, they’d go to retrieve it and find that paper or toner was out, paper was jammed, or someone was ahead of them with a 600-page document,”* she added. *“Now they don’t have to wait in queue or send it to a different printer. In addition, when a client visits, the fee earner is able to immediately walk up to any MFP and, using the touch screen and keyboard, search their matters in iManage and immediately print all or part of a document on demand. Our clients are very impressed with this enhanced service. It’s like having a document kiosk.”*