iManage

Thermo Fisher Scientific Optimizes Attorney Productivity

iManage Work Provides a Comprehensive Solution That Meets the Legal Teams Needs – Access Control, Version Control, Categorization and Automation

Industry:

Life Sciences

Challenges:

- Life sciences firm needed a single document management system for its newly consolidated legal department
- One department used a web-based document management system and the other used iManage Work on-premises system
- Filing documents into the web-based document management repository was a very manual, time-intensive, and error-prone process

Solutions:

- Out-of-the-box integration with Microsoft Office and the legal-specific applications the attorneys use on a day-to-day basis
- Ability to access their iManage Work documents and emails from anywhere, ensuring they can remain productive away from their desk
- Ability to support a multitude of diverse languages

Thermo Fisher Scientific Inc. (NYSE: TMO) is the world leader in serving science, with revenues of $17 billion and approximately 50,000 employees in 50 countries. Their mission is to enable their customers to make the world healthier, cleaner and safer. The firm helps customers accelerate life sciences research, solve complex analytical challenges, improve patient diagnostics and increase laboratory productivity. Through their premier brands – Thermo Scientific, Applied Biosystems, Invitrogen, Fisher Scientific and Unity Lab Services – they offer an unmatched combination of innovative technologies, purchasing convenience and comprehensive support.

Challenge

A Newly-Formed Life Sciences Firm

After a merger with another entity, the leading life sciences company needed to select a single document management system for its consolidated legal department. Before the merger, the legal departments took very different approaches to document management. One embraced a web-based system while the other used iManage Work on-premises system. Post merger, they knew they needed to standardize on a single solution to optimize productivity and collaboration across legal teams. The document management system would primarily support its contracts management and intellectual property (IP) management groups. The contracts team needed a solution that could track changes within multiple versions of a contract document and the IP team needed a solution that could store patent documents within a specific hierarchy.

"iManage Work and its tight integration with Microsoft Office and our legal-specific applications make it very easy to save, open, edit, view and search documents for our attorneys, saving them a great deal of time."

— **Jaime Gamarra, Senior Associate Systems Analyst for IT legal Applications**

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Web-Based Document Management Falls Short

In their quest for a single, comprehensive and easy-to-use document management system, Jaime Gamarra, senior associate systems analyst for IT legal applications and his team evaluated the web-based option, but concluded that it lacked key usability features. For example, Gamarra found it cumbersome to perform document comparison, requiring multiple downloads and uploads. With iManage Work, it's a more seamless process and documents can be opened directly for comparison from within the iManage Work system.

Another requirement for their document management system was the ability to keep all contract drafts, versions, and supporting documents organized in one place – the electronic workspace – even when working with drafts from outside firms. With the web-based document management system, versioning was a complex, multi-step and error-prone process. In addition, the system had no natural way to save Microsoft® Outlook email as part of the contract workflow. iManage Work, in contrast, has native support for document versioning and supports the automated filing of Outlook email and attachments directly into the appropriate contract folder; it can even suggest to which electronic file given emails are likely to be related.

Solution

Seamless Integration Enhances User Experience

Tight, out-of-the-box integration with Microsoft Office and the legal-specific applications the attorneys use on a day-to-day basis not only simplified implementation for Gamarra and his team, *"It enhances user productivity and experience. The integration iManage Work has with Microsoft Office means users can easily save their documents to iManage Work from inside Word, they don't have to worry about having multiple applications open."*

Productive Away From Their Desk

The iManage Work Mobility app for iOS allows the attorneys to access their iManage Work documents and emails from anywhere, ensuring they can remain productive away from their desk. iManage Work Mobility allows users to browse and search documents, view document content, and even download documents for offline use.

Benefit

Reducing Document Processing Times from Weeks to a Day

Attorneys can significantly reduce the time taken to process documents by utilizing iManage Work's powerful contextual and proximity search capabilities to intelligently filter out irrelevant documents. Approaching the problem using normal keyword search would be unworkable.

Tight Security Reduces Risk

The advanced security features within iManage Work allow Gamarra and his team to apply appropriate security walls to ensure only authorized users have access to given content. iManage Work ensures sensitive information remains in the hands of the relevant authorized users, and that they continue to have access to it, even when unanticipated events might otherwise put the information at risk.

48,000 Interactions Each Month

Today, more than 150 legal staff around the globe are using iManage for work product management. *"Our users average 48,000 interactions each month on iManage Work; checking content in and out, creating new or viewing existing content and changing document profiles,"* divulges Gamarra. *"The highly-scalable iManage Work solution currently stores around 400,000 documents across three libraries, with the volume of content growing by around three gigabytes per month".*