

McAllister Olivarius Awards Document Management System Support and Maintenance Contract to Ascertus Limited

Ascertus to upgrade McAllister Olivarius to the latest version of iManage Work

London, U.K. – 10 November 2016 – McAllister Olivarius, a litigation law firm, has awarded the contract for the support and maintenance of its iManage Work email and document management solution to [Ascertus Limited](#), a provider of tailored information and document lifecycle management solutions to law firms and corporate legal departments. Ascertus will also begin the process to upgrade McAllister Olivarius to the latest version of iManage Work in 2017.

The firm chose Ascertus for its responsiveness to clients and ability to deliver individually tailored support and service level agreements. The company's support desk comprises highly experienced and technically sound engineers, all of who have previously worked either within in-house legal IT teams or in professional services firms.

Lewis Sheridan, IT Manager at McAllister Olivarius, elaborated, "Ascertus' proactive approach to support clinched the deal for us. The company undertakes an annual health check to anticipate and pre-empt system-related issues before they occur. Also, Ascertus' attitude demonstrates the value that the company places on each and every customer. From speaking to the company, we knew we would not be competing for good service with Ascertus' larger or perhaps more prestigious customers. We have confidence that Ascertus will deliver us a smooth iManage Work upgrade."

Ascertus operates a well-staffed London-based support desk. Always manned by a technician, it is the first port of call for all product and solutions-related issues. Problems raised between 9.00am and 5.30pm GMT receive immediate attention, while problems notified outside these hours are attended to in adherence with the contractually agreed support and service level agreements. Good and timely communication is a key component of the support services delivered by the company.

"Good support is essential to enabling organisations maximise the value of any system they adopt," commented Jon Wainwright, Sales and Marketing Director at Ascertus Limited. "It can genuinely be the difference between success and failure of a software implementation, which is the reason why support and maintenance is a key Ascertus offering. We are delighted to welcome McAllister Olivarius to the Ascertus fold."

About Ascertus Limited

Ascertus provides information and document lifecycle management consultancy, software solutions and IT support services to law firms and corporate legal departments. Based in Central London, the company offers a full range of professional services – from consultancy, business analysis and project management; to software implementation, training, documentation and technical support – delivering bespoke email, contract and document management solutions in on-premises and privately hosted environments. The company has successfully delivered and managed some of the largest iManage Work installations at customer sites in the UK. For more information, visit: www.ascertus.com or follow the company on Twitter at [@Ascertus](#).

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