

Bank of Montreal Uses iManage to Support Work Product Management Across Legal, Corporate & Compliance Group

500+ Users at Leading Financial Services Company Rely on iManage to Easily and Securely Manage Critical Documents and Emails



Industry:

- Financial Services

Challenges

- Growth of critical information to be managed
- Managing, searching and retrieving paper documents
- Securing sensitive information to protect ongoing investigations

Solutions

- Single matter-centric document store
- Integration with Microsoft Office
- OCR scanning and management of paper and electronic documents

Bank of Montreal, Canada's first bank, opened for business on November 3, 1817. Today, it is one of Canada's pre-eminent financial institutions with a significant presence in the United States and world markets. With total assets of \$681 billion and over 45,000 employees, Bank of Montreal provides a broad range of retail banking, wealth management and investment banking products and services to more than 12 million customers.

The Legal, Corporate & Compliance Group within Bank of Montreal — which supports the bank's various lines of business — wanted to improve the way they manage the growing amounts of critical information they handled on a daily basis. The legal teams within the group have had iManage for nearly 10 years and after what was a tentative start, were keen to gain additional benefits by making the most of their system.

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— **Jed Cawthorne, Director of Business Technology Strategy and Knowledge Management for LCCG**

Benefits

- Optimized attorneys' time
- Usage spread across multiple groups within legal department
- Moving towards paperless
- Granular, case-specific security permissions protects ongoing investigations

Product:

- iManage Work

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. Over one million professionals at over 3,000 organizations around the world—including more than 2,000 law firms and 500 corporate legal departments—rely on iManage to help them deliver great client work. Headquartered in Chicago, iManage is a management-owned company.

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The legal department — as part of the Legal, Corporate & Compliance Group — uses iManage Work for document and email management of work products such as legal advice to the business units, correspondence, contracts and other business documents, easily organizing them in a matter-centric way. The seamless integration with Microsoft Outlook allows lawyers to bulk-file hundreds of emails alongside corresponding documents without breaking their workflow, saving time for higher-value activities. In fact, the millions of emails filed in the system outstrip the hundreds of thousands of documents.

“The success that the legal team had with iManage Work drove internal user growth within the group,” explained Jed Cawthorne, Director of Business Technology Strategy and Knowledge Management for LCCG. “Our colleagues wanted to use the system and experience the same kind of benefits that they had seen iManage Work provide for the legal team.”

The compliance division, which is responsible for regulatory compliance, approaches information in a similar matter-centric manner which they term “issue centric”. iManage Work which is currently being deployed into Compliance on a team by team basis, is flexible enough to handle this requirement, allowing the compliance team to make use of it for storing and accessing thousands of reports and other documents about the bank's operations. Rather than printing out boxes of hard copies that need to be stored, the compliance group can now work digitally and more efficiently. More than speeding access to key information, this digital approach literally saves tons of paper per year — helping the division in its push to go paperless.

Meanwhile, the third group — Investigative and Security Services (I&SS), which handles internal and external fraud, and other security investigations — uses iManage to organize highly sensitive information in a case-centric manner. iManage Work is integrated into a Case Management system and iManage keeps all of a case's evidence files and communications organized together in one workspace, with high levels of security in place.

Across these three company divisions, the total number of users has grown from 150 to over 500 geographically dispersed users.

“Word spread quickly about the benefits of iManage Work, and we now have a variety of use cases within the group,” said Cawthorne. “The matters that corporate legal works on differ in detail from the issues that the compliance team handles and the cases that I&SS investigates, but the underlying needs for the groups are all the same. They need a digital space that offers centrally managed information, easy searchability, highly secure permissions, and so on. And that's what a Work Product Management solution like iManage Work gives them, allowing them to perform their specific functions more effectively.”