

Johnson Winter & Slattery Transforms its Document Management System

User adoption rockets to 100% while freeing up valuable IT resources to generate value for the firm



Industry:

- Legal

Challenges:

- Existing DMS had problems around functionality, usability and performance
- Low user adoption
- Difficult to find files due to lack of uniform usage of the DMS
- IT staff spending too much time assisting end users with DMS problems

Solutions:

- iManage Work provides a central repository for storing and organizing important documents and emails
- iManage Mobility allows users to work anywhere, from any device
- iManage Insight lets firms quickly find the information and expertise they are looking for
- iManage Share enables fast, easy and secure sharing of professional work product

Johnson Winter & Slattery (JWS) is a leading independent Australian law firm with a reputation for helping clients with their business activities, disputes and most challenging transactions. The firm — which has offices in Adelaide, Brisbane, Melbourne, Perth and Sydney — includes 62 partners supported by over 200 lawyers, business development, finance, HR and IT professionals. Established in 1993, the firm’s lawyers and teams are ranked regularly as leaders in their field by major local and global directories including Chambers, Best Lawyers and the Asia Pacific Legal 500.

Challenge

To ensure employees have the proper tools to efficiently carry out their work, JWS regularly evaluates its IT systems to see where there is room for improvement. “To put it simply, our existing document management system no longer met our practice requirements,” explained Ross Forgione, Chief Information Officer, JWS. “There were functionality and usability problems as well as speed and performance issues. As a result, user adoption of the system was very low.”

“The end users are actually embracing the IT that’s been provided to them, which is a huge departure from where we were with the previous DMS. iManage Work does what it’s supposed to do, so that our professionals can focus on what they’re supposed to do, which is servicing the clients to our firm’s very high standards.”

— Ross Forgione, Chief Information Officer, JWS

Benefits:

- End users can perform their core function more effectively and access critical work files from any location, enhancing work/life balance
- 100% user adoption ensures all content resides in a centralized, easily searchable system
- Help desk calls related to DMS issues reduced by 70-80%
- Nearly all DMS-related questions handled by level 1 IT staff without being escalated
- Level 2 and Level 3 engineers can proactively focus on higher value activities that drive the business forward

Products:

- iManage Work
- iManage Mobility
- iManage Share
- iManage Insight

About iManage

iManage transforms how professionals in legal, accounting and financial services get work done by combining the power of artificial intelligence with market leading content and email management. iManage automates routine cognitive tasks, provides powerful insights and streamlines how professionals work, while maintaining the highest level of security and governance over critical client and corporate data. Over one million professionals at over 3,000 organizations in 65 countries – including more than 2,000 law firms and 500 corporate legal departments – rely on iManage to deliver great client work.

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Solution

To remedy the situation, Forgione conducted a firm-wide survey asking what features were most important in a new DMS and placed this data into a results traceability matrix. During the RFP process, this information was used to whittle down an initial list of ten vendors to just three. Ultimately, iManage emerged as the clear winner.

“iManage met all of our requirements based on the features we identified as most important to our firm,” said Forgione. “Beyond the functionality of the product, we were impressed by iManage as a company: their position in the market, financial stability, ability to execute and reputation. The fact that they had 17 of the top 20 law firms in Australia and glowing reviews from existing clients was also a plus. It became quite an easy choice to make in the end.”

JWS worked with iManage partner OIA to purchase and implement a series of iManage solutions. “The flexibility that we demanded from OIA and their unflappableness was one of the key factors of our success,” said Forgione. “Throughout the project we changed timelines and expectations upon OIA as needs arose, and not only did OIA accept these changes, they met the new requirements in each case. They are now one of our most valued suppliers.”

The solutions deployed by JWS include iManage Work for document and email management as well as iManage Work Mobility, which gives employees access to their work product at any time, from any location, and iManage Insight for enterprise-wide search.

Benefit

JWS has rolled out iManage Work to nearly 250 users, achieving 100% adoption. Thanks to a firm-wide policy, all documents and emails go into iManage Work rather than being stranded in different hard drives, file shares, and inboxes. In addition to supporting the firm’s governance requirements, this centralization streamlines and simplifies daily tasks, making critical work product easy to save, file, organize, and search.

The iManage platform has also benefitted the IT department. “Help desk calls related to the DMS have been reduced by 70-80%,” said Forgione. “Almost all DMS questions can now be resolved by level 1 staff instead of being escalated to level 2 or level 3 engineers. And since they are no longer putting out fires related to a core platform within our environment, those engineers can proactively focus on more important areas: innovating, delivering critical projects on time and on budget and being a true partner for business success.”

On the heels of the successful iManage Work implementation, JWS will begin rolling out Mobility to a firm-wide user base over the coming months. “Our practitioners and their staff are incredibly dedicated, and it’s not uncommon to see people working late into the evening,” said Forgione. “With Mobility, they can access their critical files from any location and be as productive at home as they are in the office. That helps drive good work/life balance allowing employees to leave the office a little earlier and spend more time at home with their families.”

JWS sees additional areas for iManage to add value throughout the firm as the deployment expands. “We have big plans for iManage Share and we’re also excited for iManage Insight, which will strengthen our existing knowledge management processes,” said Forgione. “With their recent purchase of RAVN Systems, iManage is making some impressive investments in Artificial Intelligence (AI) and machine learning. Those capabilities are a real game-changer as far as allowing us to analyze and extract more value from the millions of documents we’ve accumulated over 20 years. Unlocking that cache of information allows us to compete more effectively with other firms. It’s just one more way I see iManage taking us above where we are now.”