

iManage's Research and Development Expertise Underpins Next Generation Search at Sky

Sky successfully engaged in cutting edge research and development from iManage to help deliver revolutionary search-driven capabilities in its next generation satellite receivers



Industry:

- Telecommunications

Challenges:

- Lack of resource
- Tight deadlines to meet
- Budget constraints
- Lack of machine learning skills

Benefits:

- Allowed Sky to get a head start on production
- Reduced production costs
- Bought cutting-edge ideas to the organisation

Service:

- Search Consultancy

Sky has embarked on a game-changing project to deliver revolutionary search-driven capabilities in its next generation satellite receivers. It is critical the project is delivered on time and to the highest possible standard.

Challenge

It is critical the project is delivered on time and to the highest possible standard, but with the highly committed search engineering team pre-occupied with delivering on-going business projects, Sky needed to engage additional cutting edge Research and Development (R&D) resource to be able to deliver the project cost-effectively and on time. They were also aware that to achieve their objectives, they would first need to strengthen their skills in machine learning, search and artificial intelligence algorithms, which was a potential obstacle to success.

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— **Simon Driscoll, Search Project Manager at Sky**



Sky were aware of iManage's expertise in the area of advanced search capabilities and their ability to offer Applied Research & Development services, having worked successfully together on previous projects. After initial discussions, Sky felt confident in iManage's expertise and engaged them to integrate their research and development consultants into the project.

Solution

Two of iManage's search specialists began consulting for Sky from September 2013, two days each week. Driscoll commented, "We were happy to have iManage on board to help us deliver this revolutionary technology. When we started working together we found their consultants had cutting edge ideas and were fantastic at pushing technology to be the best it can be, so we could ensure we were producing the best possible product for our customers to use. Not only was their expertise fundamental to this project but they were very easy to work with".

Driscoll described iManage's consultants as being both pragmatic problem solvers who were great at switching between the research work and the actual development of the application and were even compared with a "Swiss Army Knife" for their flexibility and adaptability.

Benefit

Sky have been extremely pleased with the results of the project to date. Driscoll added, "With iManage's help we have been able to get a head start on production and have actually reduced production costs. iManage have certainly been excellent value for money". When asked how iManage has impacted the project, Driscoll replied, "Without iManage we would not have met our deadlines. We now have the utmost confidence in the technologies we are using and the project timescales".

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 document 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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