

MODERN DOCUMENT MANAGEMENT

How corporate teams can work smarter



iManage

Making knowledge work

EXECUTIVE SUMMARY

Over the past decade, digital technologies have revolutionized nearly every industry, transforming client relationships, business processes, and individual work functions.

Digital transformation is widely credited with enabling organizations to reduce costs, increase agility, and deliver enhanced new services. One outcome of digital transformation has been the need to manage the rising volume of digital documents and information generated by business systems.

This challenge is particularly acute for knowledge workers. Corporate teams such as compliance, legal, and finance manage large volumes of documents as part of their core business function. They have unique requirements for the use and accessibility of these documents, and specific needs around workflow and collaboration. Many of these organizations turned to document management systems to address the

challenge. However, these systems were not designed to support the unique requirements of knowledge workers. There is a growing understanding that traditional document management is unable to meet the needs of knowledge-driven organizations.

iManage Work is a modern document system that empowers corporate teams to manage information more productively and securely. This paper will examine the challenges faced by many corporate departments, and illustrate how modern document management adds value to information assets to help knowledge workers work more productively, collaboratively, and securely.



SECTION I: THE DOCUMENT MANAGEMENT CHALLENGE

Many organizations are experiencing a period of profound change. Their teams are under pressure to reduce outside spend, while improving cost predictability.

As spending is constrained, corporate teams are building operations functions and developing new tools and technologies to make professionals more productive. Digital transformation, artificial intelligence, process automation, document management, and contract management are all areas of investment.

One key area challenging many teams is information management, specifically the ability to search, manage, and work effectively with the volume of email, messages, and documents that flow through the department. Corporate teams' core function requires effective ways to save, access, edit, and reuse documents. They are also required to share and collaborate with business stakeholders, contractors, and an increasingly-mobile workforce.

Many corporate teams manage extremely valuable and sensitive documents. As such, they need systems and processes to protect and govern all information in accordance with policy. This includes information security and access, as well as information lifecycle management. Privacy regulations such as GDPR and CCPA add a new level of complexity to how legal information is managed. Sensitive information requires the highest level of protection from external and internal threats and bad actors.

One fundamental characteristic of knowledge work is that both documents and emails are central elements of the work product. Knowledge workers initiate, organize, and deliver their work in email as well as documents, and it is important to manage both types of content. Traditional document management ignores email communication, creating information silos and forcing professionals to switch between multiple software applications, which can be confusing and disruptive to the user.

This disconnected and frustrating end user experience is most evident in the area of document search. Professionals need to find and access documents in order to leverage past work and do their job more efficiently. One study by IDC found that knowledge workers spend about 2.5 hours per day, or roughly 30% of the workday, searching for the right information¹. Traditional document management fails at search when information is scattered across network drives, SharePoint, Salesforce, and Outlook. Confusing search interfaces and an outdated user search experience often result in poor adoption.

1 [IDC, The High Cost of Not Finding Information](#)



In order to succeed in a corporate environment, document management systems must meet the demands of knowledge workers, while aligning with the business requirements of the organization. There are several areas where traditional document management falls short of these needs:

- **No single source of truth** – Traditional systems do not provide a consolidated resource for documents and emails, resulting in information spread across multiple information silos
- **Collaboration** – Professionals need to be able to easily and securely share documents across departments and with external partners
- **Knowledge retention** – Corporate teams need to be able to retain and access documents if an employee leaves the organization
- **User experience** – Current approaches require professionals to use multiple systems to create, review, and manage documents, creating frustration and lost productivity
- **Security** – Existing enterprise tools do not provide adequate security to protect sensitive materials against cyber threats while supporting internal governance and auditability requirements

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Information manager, consulting

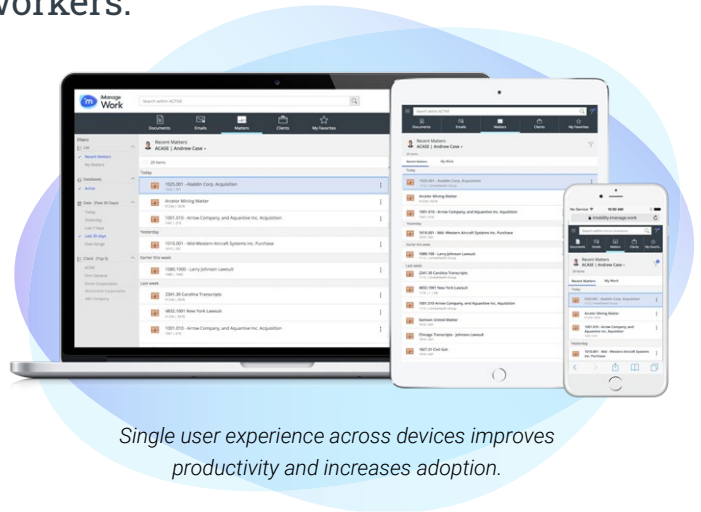
SECTION II: MODERN DOCUMENT MANAGEMENT

Modern document management is the next stage in the evolution of productivity solutions for knowledge workers.

It delivers an intuitive, consumer-like experience that empowers professionals to work more productively. At the same time, it enables corporate teams to be more efficient, agile, and responsive to the changing business environment.










The iManage approach to modern document management is built on four key principles:

1. Value to the user: The central tenet of modern document management is to empower the user by delivering a dramatically better experience. It mirrors consumer applications like Amazon and Google, with intuitive features that work the way users want to work and requires minimal training. Modern document management starts with a clean, modern interface, accessible on any device, including personal computers, phones, or tablets. Documents and emails are integrated and organized by project or matter, so users see the complete picture, without bouncing between information silos. Modern document management is seamlessly integrated with the authoring applications that professionals use every day, including Microsoft Word, Outlook, Gmail, and others. Creating a better, more productive user experience is the critical first step in driving adoption among busy professionals.



Defining modern document management

Modern document management extends traditional document management into new forms of communication, intelligence, and security. This approach to document management incorporates the following capabilities:

-  Integrated document and email management
-  Secure document sharing and collaboration
-  Powerful and personalized search
-  Mobile access
-  Integration with key systems
-  Need-to-know security and governance
-  Knowledge management and analytics
-  Intuitive and consumer-like experience
-  Cloud service delivery

2. Value to the information: Modern document management is more than a file repository – it adds smart features and capabilities to enhance the value of information stored in documents and emails. For example, iManage displays document history and other metrics in intuitive visual dashboards and timelines, not text tables. It anticipates user actions, with smart document previews, suggested filing locations, and personalized search that delivers more accurate results by remembering who you are and what you search for most often.

3. Value to the organization: Improving the individual user experience while enhancing the value of information delivers profound benefits at the organizational level. Modern document management helps corporate teams become more efficient and productive, and deliver better outcomes for the business. The more modern user experience drives user adoption, which means more content is saved, secure, and reusable for the business. It drastically reduces the time spent across the department searching for the correct document. More importantly, it retains the department’s institutional knowledge, captured in documents and emails, and makes it accessible and reusable. This delivers real benefits to the organization in terms of improved knowledge sharing, best practices, and increased value to the business.

4. Comprehensive governance and security: The final tenet of the iManage approach to modern document management is comprehensive security. As noted previously, many organizations have stringent requirements for the security of documents from both internal and external threats. iManage delivers industry-leading comprehensive security, built on established industry best practices, to protect information assets. Data is encrypted at every stage of work, with security permissions defined by project or client, and automatically applied across all documents or email.



These protections are augmented by comprehensive governance, security, and risk mitigation features, including need-to-know security and ethical walls, to govern and protect information assets. It also includes advanced threat management to identify security breaches from internal or external bad actors. Taken together, these capabilities secure information against threats to a greater degree than is typically possible for enterprise IT organizations, making iManage the safest place to store sensitive information.

In the iManage Cloud, advanced security protections include:

- **Zero Trust Security** – Cutting-edge security architecture that exceeds the standards of conventional security models and certifications.
- **Built on Microsoft Azure** – Cloud-native technology allows us to provide consistent performance and uptime across all regions.
- **Customer managed encryption keys (CMEK)** – CMEK ensures that you maintain exclusive control of the master key used to encrypt and decrypt your data.
- **Geo-isolation of data** – Guarantees that data stays properly domiciled for storage and processing, including viewing, OCR, and full-text indexing.

Customer Value

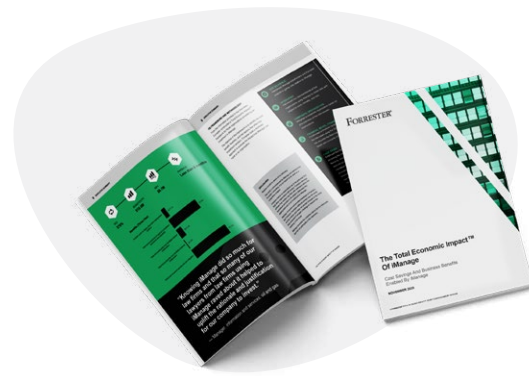
To further illustrate these concepts, it's helpful to consider some real-world customer examples. In 2023, iManage commissioned Forrester Consulting to conduct a Total Economic Impact™ (TEI) study to examine the return on investment our customers realized by deploying iManage Work.

For the TEI study, Forrester interviewed four iManage customers in depth. The core users of iManage in these organizations were the legal department along with their key stakeholders across the organization, and related departments who work with sensitive or high-value content, including the compliance and finance departments.

After deploying iManage Work, the customers in this study saw significant benefits. An Information Manager in the Consulting industry interviewed for the study noted they saw savings worth millions of dollars:

"The standardization of working was our top benefit. Before we deployed iManage, you can imagine 30 offices having 30 different people pulling and storing information in their own location. First, they must search for it, click on it, and then copy that file... again for the next one, which takes forever. We tallied that the number of hours saved over a period of time counted to approximately \$3 million worth of savings."

To better understand how other organizations may benefit from adopting iManage Work, Forrester created a composite organization based on the interviewees to illustrate the business outcomes delivered.



Based on the results of this study, the composite organization saw the following benefits:

- **370% ROI** after three years with payback in less than six months
- **\$8.1M** Net Present Value
- **240 hours** per user saved annually
- **\$720,300 of value** from improved collaboration internally & externally
- **\$4.7M of value** from risk mitigation and security

To learn more about the ROI of iManage, read the [full study](#).

Work smarter with AI-powered document management

With built-in AI, iManage Work has robust capabilities for classification, enrichment, extraction, summarization, and comparison to augment, automate, and accelerate processes.

Our platform enables corporate teams of all kinds to improve productivity, drive additional value from knowledge assets, and protect against security risks.

To learn more, [schedule a demo](#) today.

About iManage™

Dedicated to Making Knowledge Work™, iManage cloud-native platform is at the center of the knowledge economy, enabling organizations to work more productively, collaboratively, and securely. Built on more than 20 years of experience, iManage helps leading organizations manage documents and emails more efficiently, protect vital information assets, and leverage knowledge to drive better business outcomes. We employ award-winning AI-enabled technology, an extensive partner ecosystem, and a customer-centric approach to provide support and guidance you can trust. iManage is relied on by more than one million professionals at 4,000 organizations around the world. Visit www.imanage.com/ to learn more.