

Full-service EMEA law firm transforms the knowledge experience with iManage Insight+

Global law firm's EMEA region replaces in-house solution with a cloud-native platform tailored to lawyers' search and curation needs



Industry:

- Legal

iManage footprint:

- iManage Insight+
- iManage Work 10 in the Cloud

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AN **epiq** COMPANY

About Fireman, an Epiq Company

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specializes in transforming law firms through strategic planning and technology innovation. They focus on data modernization, knowledge management, and AI-enhanced tools to streamline legal processes and improve efficiency.

When a global law firm's EMEA region upgraded its document management to iManage Work 10, its dedicated knowledge management (KM) team saw an opportunity to transform how it sourced, managed, and made the firm's know-how available to users. To deliver on this vision, the EMEA team brought in iManage implementation partner Fireman, an Epiq Company, to deploy iManage Insight+, a knowledge search and management solution native to the iManage Cloud platform. Firm leadership, lawyers, and knowledge management professionals all contributed to aligning the solution's features and functionality to lawyers' knowledge use cases. Following a six-month implementation period, lawyers and support staff enjoy enhanced search results and improved access to curated knowledge sets, while the organization's collective intelligence is firmly grounded in the cloud with an exciting roadmap for the future.



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Head of Knowledge

Global Law Firm, EMEA region

Business outcomes:

- Protects employee productivity
- Supports business continuity
- Delivered on time and under budget
- Lays foundation for future growth

The business challenge

Modernize the internal knowledge search and management system

While the firm operates on a global scale, its regional practices have the autonomy to tailor how they work to suit the local market. That means that although there's a standard knowledge work platform, different regions — and even practice groups within those regions — have varying needs and requirements.

The firm's EMEA offices have a dedicated knowledge management team responsible for curating high-quality internal documents to provide lawyers with fast access to the best information.

"The knowledge management team includes experienced knowledge lawyers who support a specific practice group or sector, as well as knowledge management professionals focusing on our knowledge systems and processes," explains the region's Head of Knowledge. "The knowledge lawyers provide training, draft templates, respond to queries, and research developments in their practice area so the rest of the legal team can focus on live cases."

This innovative approach means legal teams in EMEA are always at the cutting edge of the law; lawyers have a curated library of historical documents and templates to help them get work done quickly. To keep all this critical data in order, the firm developed an in-house platform that centralized staff profiles, matters, knowledge, and deal folders. They built the system on premises and integrated it with their document management system, which was, at the time, a legacy on-premises version of iManage.

The solution

Launch a cloud-native solution (in just six months!)

The firm held a global workshop to decide on the best approach to a better way forward and engaged a partner to support the initiative. [Fireman](#) assessed the firm's current KM program and toolset and developed a series of recommendations to mobilize a refreshed knowledge strategy.

"We looked at best-in-class products that could provide the functionality we had built for our previous system," the Head of Knowledge recalls. "It was important to find a cloud-native platform, and we wanted to keep our environment lean, leveraging relationships with existing vendors if possible."

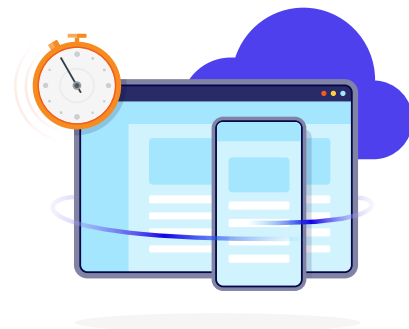
After seeing demos, the team decided that [iManage Insight+](#) was the right solution to replace the previous system's "knowledge" feature.

"We decided to take an incremental approach rather than rolling out a complete global solution in one go," explains the Head of Knowledge. "My team took ownership of replacing the knowledge and search feature for our EMEA region. We'll pass our learnings on to other regions when it's live, and they'll be able to build on that and tailor the platform to their unique requirements if they so choose."



Insight+ is facilitating a shift toward a more transparent culture of knowledge sharing across our practice groups. We can't wait to see what comes next.

Head of Knowledge
Global Law Firm,
EMEA region





We look forward to rolling out new features on the iManage roadmap. Analytics will be a game changer. We'll be able to examine search engagement and user behavior, which will help to get more relevant content to the right people and give managers more insight into usage and adoption.

Head of Knowledge
Global Law Firm
EMEA region

Transform use and management of the firm's know-how

Rethinking the curation and management of knowledge included reevaluating the way content is sourced and submitted. It also meant delving into how it is assessed, classified, published, reviewed, and updated — or archived. The Insight+ environment improves the firm's search capabilities, workflow, and governance. It empowers the KM team to align its activities to curate knowledge collections more effectively. The improved tools and features enable lawyers and KM professionals to proactively monitor and manage their content relative to the lawyers and practices they support.

Tailor to meet the curation needs of knowledge management lawyers

High levels of collaboration between the EMEA Knowledge team, Fireman, and iManage ensured the project benefitted from subject matter expertise and shared accountability. A team of 30 people from across the three companies actively participated in all project workstreams. Monthly discussions of the roadmap kept things on track. Executive sponsorship from two partners at the firm and nominated user champions from each practice group helped to streamline change management.

iManage Insight+ went live for the knowledge team after six months and launched for all EMEA users one month later, completing the initiative both on time and under budget.

"Throughout the project, we maintained clear communication, set achievable goals, received regular budget updates, and stayed close to our timeline," said the Head of Knowledge. "Any scope changes were thoroughly analyzed before being accepted."

Project workstreams included taxonomy, workflow, and migration. Invitations to sign up for any workstreams that interested them helped maintain people's enthusiasm and cadence for the project. About 130 user testers provided feedback on the platform to ensure it was tailored to meet their needs.

"We only needed to pivot from our roadmap a couple of times based on user feedback," says the Head of Knowledge. For example, staff love the way folders are set up in [iManage Work 10](#) so the team replicated that to make it easy for them to find templates in Insight+. They created a custom single-page web app and integrated it with Insight+ to retain that user interface.

The business outcomes

Seamless delivery, minimal training, overwhelmingly positive reception

The project has been a huge success, with close collaboration and the right expertise. The Head of Knowledge notes, "We had a great team involved in each workstream, with senior lawyers and knowledge professionals empowered to make decisions as a result of which we had very productive meetings — decisions were made there and then."

Early feedback from user testers and the knowledge management team has been overwhelmingly positive. Testers praised the user experience, familiar interface, and clear filters that make it easy to find the right content.

"We ran some specific Insight + training, but the lawyers seemed immediately comfortable navigating the platform," added the Head of Knowledge. "All of our lawyers and some of the support staff will be using Insight+ to help them work more efficiently. They can surface, curate, and manage their documents easily, which will help keep them up to date."



As one of the first firms to adopt Insight+, some of its members are now on the advisory board to share their experience with others. They also work closely with iManage to provide valuable feedback on features that are currently in development.

“Insight+ is facilitating a shift toward a more transparent culture of knowledge sharing across our practice groups. We can’t wait to see what comes next,” said the Head of Knowledge.

Looking ahead

While the first iteration of the knowledge platform is live, the journey is far from over. The firm continues to expand its implementation across the EMEA region, rolling out new Insight+ features and customizing them to suit their requirements.

“We look forward to rolling out new features on the iManage roadmap,” confirms the Head of Knowledge. The firm plans to implement Insight+ user analytics. This will produce dashboards that staff can use to run reports on contributions, search volumes, and popular searches. Fireman designed unique reports for the firm to analyze search terms and results, content, and documents that are not currently being surfaced during searches.

“Analytics will be a game changer. We’ll be able to examine search engagement and user behavior, which will help to get more relevant content to the right people and give managers more insight into usage and adoption,” said the Head of Knowledge.

Ultimately, the firm plans to expand how they use Insight+ to replicate more of the retired system’s functionality, adding staff profiles, matters, and deal folders — all features that are on the roadmap for Insight+ in the next few years.

“It’s important to get the basics right before adding the bells and whistles. We’ve got a great foundation in place with iManage and an exciting roadmap for the future,” the Head of Knowledge concludes.

About iManage™

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