

DNA Vietnam invests in a platform tailored to its needs

Boutique law firm improves productivity, security, and collaboration and sharpens its competitive edge with iManage



Industry:

- Legal

Headquarters:

- Hanoi, Vietnam

iManage footprint:

- iManage Work 10 in the Cloud
- iManage Share



About partner:

Business Network Solutions (BNS) specializes in the business verticals of law firms and corporate legal, consulting and accounting firms, and small medium enterprises. Serving the Asia Pacific region with headquarters in Malaysia, BNS has representative offices in Singapore and the Philippines.

As partners at a leading international law firm, DNA Vietnam LLC's founders Son Dang and Lieu Dang witnessed firsthand how top-tier technology supports client service and operational efficiency. This drove them to prioritize state of the art technology vision in the new firm they established in 2020. Consequently, when they were looking for a new document management solution, their technology-forward business strategy guided their research. They were pleased to find that the best solution for large firms was also the best solution for a boutique firm like DNA Vietnam and could offer a package tailored to fit their budget as well as meet their business objectives. That solution is iManage.



By choosing iManage, we've been able to remain agile, maintain a lean operation, and deliver exceptional service with international standards. We hope our story inspires other boutique firms to embrace the potential of iManage as a transformative tool for success.

Lieu Dang
Founding Partner, DNA Vietnam



Business outcomes:

- Quality, efficiency, and security
- Improved productivity and collaboration
- Integration with software used every day
- Strengthens client relationships

The business challenge**Find a solution that aligns with our vision**

As a transactional law firm, much of DNA Vietnam's work involves reviewing data room documents for due diligence and drafting transaction documents. The ability to file and organize documents based on clients and matters and find them quickly and easily is essential. The firm's previous solution did not provide all the features and capabilities the firm needed to coordinate securely and efficiently on a single, collaborative platform.

The team was cognizant that the tools they use reflect their commitment to quality. The firm envisioned a new solution that would enable the team to send large files easily and securely. They also sought one that would integrate with their other everyday tools, including Microsoft applications.

"The ability to securely access documents from anywhere was non-negotiable for us," explains Son Dang, Founding Partner, DNA Vietnam. "As a firm specializing in TMT (technology, media, and telecommunications), we needed a solution that met the highest international standards for data security," he adds.

The firm conducted thorough research on document management systems, and iManage emerged as the best choice.

The solution**Make a worthwhile investment**

The iManage platform offered the features and performance that DNA Vietnam felt were needed to maintain the responsive, high-quality client service that the boutique firm is known for. "iManage has significantly contributed to achieving our firm's strategy and vision," says Son Dang.

iManage offers advanced filing capabilities that enable lawyers to efficiently organize documents and emails by client matter, while its robust search tools save time in locating documents. Maintaining efficiency and a lean team allows DNA Vietnam to focus on its clients.



The real impact is in how much using iManage has improved our ability to serve clients and collaborate as a team. iManage enhances the firm's professionalism. Clients see that we are organized, secure, and responsive, which strengthens our relationships with them.



Son Dang

Founding Partner, DNA Vietnam



Receive invaluable support

The firm implemented [iManage Work 10](#) in the [Cloud](#) and [iManage Share](#). The iManage team worked with DNA Vietnam to ensure seamless integration with its existing law firm management software, creating a custom interface that perfectly meets its operational needs.

“iManage provided invaluable support in setting up the system,” says Lieu Dang.

DNA Vietnam migrated more than 13,000 documents to the iManage Cloud platform. Eight or nine people are using the system, on average. The firm worked with iManage implementation partner, [BNS](#), who helped design the process of matching clients and matters from the firm’s law firm management software to iManage. BNS also conducted several training sessions for the initial transition, and again when the firm upgraded to a new version of iManage Work.

Lieu Dang notes that the implementation and training sessions were executed professionally and with great attention to detail. The personalized technical support has ensured the software runs smoothly on all of the devices used by the firm.

“BNS assists with installing or reinstalling iManage on our devices whenever there is a change in device or personnel, says Lieu Dang. “They also respond quickly to any questions we have when using the software,” he adds.

iManage integrates with software the firm uses every day, such as Office and Outlook, and makes it very user-friendly. The team finds many iManage Work functions very useful, including “Secure Send,” which enables users to send large files to clients securely and efficiently in Outlook.

The business outcomes

Achieve strategy and vision

Real-time software updates and document version control capabilities have been a big help to Dang and his colleagues, improving productivity and collaboration. Team members can access the latest versions of documents, track changes, and work simultaneously on projects without conflicts.

“We prioritize our lawyers’ well-being and strive to foster a good work-life balance,” says Son Dang. “iManage enables secure, remote work, allowing our lawyers to work effectively from anywhere.”

The document search and remote access features are particularly welcome. The powerful search functionality permits the team to quickly locate files by client, matter, or keywords. With remote access, users can retrieve and work on documents anytime they choose, which is both convenient and helpful. iManage security features give the team peace of mind that their documents are safely managed.

“People often associate iManage with large firms,” observes Lieu Dang, “but our experience demonstrates that boutique firms can also benefit greatly from this platform. iManage has been an essential investment, offering a level of quality, efficiency, and security that supports our strategy and inspires confidence in our clients.”



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Son Dang
Founding Partner,
DNA Vietnam



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Lieu Dang
Founding Partner,
DNA Vietnam

Maintain a competitive edge

With its top-tier security features, iManage aligns with DNA Vietnam's commitment to safeguarding client information and confidentiality. And saving time on administrative work enables people to focus more on client work.

"The real impact is in how much using iManage has improved our ability to serve clients and collaborate as a team," says Son Dang. "iManage enhances the firm's professionalism. Clients see that we are organized, secure, and responsive, which strengthens our relationships with them."

He observes that enhanced security, efficiency, and productivity ultimately benefit clients as well as the firm. "iManage gives us a competitive edge by helping us work and deliver reliable services to our clients faster," says Son Dang.

Looking ahead

Tailored to meet the specific needs of legal professionals and backed by a deep level of expertise, the iManage platform has met DNA Vietnam's immediate needs. But the founders and the rest of the team look forward to seeing what is in development on the iManage roadmap and learning how it may further impact the team's ability to deliver outstanding work for their clients. They'd love to see the iManage platform grow into a "one-stop-shop" for the firm.

"As a boutique law firm, we are committed to delivering top-tier legal services with international standards," concludes Lieu Dang. "Leveraging cutting-edge technology is a key part of our strategy, and iManage has been instrumental in helping us achieve our goals."

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.