

Cascione Advogados captures more global business with iManage

Brazil law firm boosts user experience and global client services using internationally recognized knowledge work platform



CASCIONE

ADVOGADOS

Industry:

- Legal

Headquarters:

- São Paulo, Brazil

iManage footprint:

- iManage Work 10 in the Cloud
- iManage Share
- iManage Threat Manager

Cascione Advogados' hybrid workplace doesn't just give employees a better work-life balance, it provides greater opportunities to expand the business globally. Law firm staff, however, were finding their current document management solution (DMS), eDocs, difficult to use, and that impacted user adoption. The firm wanted to enable its lawyers and other staff to be more productive, and this led Cascione to consider replacing the DMS. After evaluating the leading solutions on the market, and with support from [Docwise](#), the firm implemented [iManage Work 10 in the Cloud](#), which led to increased user productivity, streamlined collaboration, and enhanced document security.

Cascione Advogados is a Brazilian full-service law firm that combines legal expertise, commercial insight, and empathy to help clients navigate complex challenges. They have a culture of integrity, collaboration, and diversity, and differentiate themselves through technical innovation and attracting and retaining the best legal minds.

DOCWISE

About Docwise:

[Docwise](#) provides consulting, training, support, and implementation services centered around document and content management to clients in Brazil.



Our employees are much more efficient. They know where their documents are, they can find them quickly with iManage search, and they can surface the information they need to help them hit the ground running on new cases.

Felipe Humberto Guardiano Nunes

Head of Technology and Innovation, Cascione

Business outcomes:

- Winning more international business
- Higher satisfaction and productivity
- Enhanced security and threat mitigation



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Felipe Humberto Guardiano Nunes
Head of Technology and Innovation, Cascione

The business challenge

Poor user experience prompts new approach to document management

While Cascione has offices in São Paulo and Rio de Janeiro, their attorneys can work from anywhere in the world, enabling the firm to support clients across the globe and win more business.

One of the cloud technologies the firm had put in place to underpin this hybrid workplace was eDocs, but employees found the solution awkward to use, resulting in low adoption. That was a problem. Cascione recognized that if people don't use the tools that are intended to raise efficiency and promote a global business culture, these goals become more difficult to achieve. That's why firm leadership concluded that increasing staff productivity likely meant replacing the DMS.

"The three main considerations behind our document management transformation were the user experience, data security and protecting client privacy, and the ability to centralize our users' workspace through integration," explains Felipe Humberto Guardiano Nunes, Head of Technology and Innovation at Cascione Advogados.

To prevent the situation that had led them to search for a new system, Cascione sought a platform with a user interface that was easy to navigate. They were committed to ensuring a better user experience and strong adoption. They knew that they needed the highest levels of security to protect client data from external threats and illicit internal downloads in a regulated and increasingly risky global landscape.

In addition, they wanted a platform that could integrate seamlessly with systems and tools the firm uses every day, such as the Microsoft suite of products, so staff could complete tasks without the continuous interruption of switching between applications.



The solution

Seamless move to a user-friendly knowledge work platform

After comparing the latest version of eDocs against Microsoft SharePoint and the iManage platform, the firm decided the clearest path to success would be to implement [iManage Work 10](#) in the [Cloud](#), along with [iManage Share](#) and [iManage Threat Manager](#).

"iManage has the best search, a great user interface, high levels of security, and supports our mobility strategy because it's cloud-native," explains Nunes. "We partnered with Docwise, an iManage implementation partner, and we are confident that — with their expertise and the iManage platform capabilities — we made the right choice to make our knowledge work."



With iManage, there are no frontiers we can't cross and no limits around where we can make new business opportunities.

**Felipe Humberto
Guardiano Nunes**
Head of Technology and
Innovation, Cascione

Docwise moved about 2 terabytes of data (approximately 700,000 documents) from eDocs to iManage over four months, with cutover taking place seamlessly over one weekend. Cascione worked with iManage and Docwise to show staff how to use the platform and, crucially, how it would make their lives easier.

"We were very happy with the migration. There was great teamwork between our staff, iManage, and Docwise, and the training helped encourage greater adoption, which was one of our biggest priorities as the firm went through this change," recalls Nunes.

Establishing more effective ways of working

Everyone at Cascione Advogados uses iManage Work 10, from admin workers and IT staff to the finance team and attorneys. People have far less need to leave one application and go to another because the platform is so integration-friendly. Lawyers collaborate better, both internally and externally, and send documents securely to clients using iManage Share. And, with Threat Manager, the firm has greatly mitigated the risk landscape, as well.

Making use of integrations to centralize the user experience was a primary goal of transitioning to a new solution. To this end, iManage integrates seamlessly with Microsoft 365, including Outlook, Word, Excel, and Teams, as well as other applications law firms typically use every day – tools for matter management, digital signatures, and document automation, for example.

"Before iManage, there wasn't much collaboration between different practice groups," says Nunes. "Now when someone starts work on a new matter, they search for similar projects across the firm, so they're not starting from scratch and can build on relevant historical knowledge."

The firm uses Threat Manager to monitor compliance and alert the technology team to any suspicious behavior, which they can report to the appropriate party. When an employee tried to download an unusually large volume of documents, for example, Threat Manager generated a notification that enabled a compliance manager to prevent a data leak.

"iManage Threat Manager famously caught insider trading in a very high-profile case in the US. Everyone in Brazil knows about that case, and referencing it helped us get buy-in from internal stakeholders. I told the compliance team they were getting the same solution that protected that well-known law firm," adds Nunes.





The business outcomes

Improving productivity from anywhere and winning more business

Cascione set out to implement a user-friendly, cloud-native knowledge work platform. With iManage, it has one that's secure, high performing, and works together with other systems to give employees one workspace no matter where they're physically located.

Being able to work from anywhere isn't the only benefit. By enabling staff to spend more time on client work and less time on administrative tasks, Cascione is also increasing its billable hours.

"Our employees are much more efficient. They know where their documents are, they can find them quickly with iManage search, and they can surface the information they need to help them hit the ground running on new cases," adds Nunes.

Along with improving access, increasing billable hours, and maximizing efficiency, using the iManage platform for virtually all of their document-related tasks has enhanced the firm's security and improved its risk profile. With Share, they can send even very large files securely to clients anywhere in the world. And with Threat Manager they can investigate suspicious behavior and put a stop to it before it impacts the business.

Looking ahead

Cascione is looking at having the team use [Ask iManage](#), which is a powerful AI assistant built directly into Work to accelerate daily tasks for busy professionals. Ask iManage delivers accurate results that are directly tied to user-specified documents in the firm's knowledge base, making it far safer and far more secure than a non-integrated third-party generative AI tool. Embedded safeguards protect sensitive and confidential data at all times, preserving the organization's intellectual property and reputation.

Ask iManage will also enable the team to automate repetitive tasks like document summarization or comparison, clearing their schedules for higher-value work. It's intuitive, too, enabling users to choose from predefined tasks with questions and prompt guidance. Ask iManage generates high-quality outputs in moments, with clearly marked citations, and fits into an individual's workflow without missing a beat. In short, it makes finding information in iManage even faster, delivering significant time savings.

"With iManage, there are no frontiers Cascione Advogados can't cross and no limits around where we can make new business opportunities," Nunes 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.