

Vella, Pugliese, Buosi, Guidoni elevates legal services with iManage Cloud

Leading Brazilian law firm enhances security, fosters collaboration, and ensures compliance



Industry:

- Legal

Headquarters:

- São Paulo, Brazil

iManage footprint:

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



About TOTVS

TOTVS is a leading Brazilian software, services, and technology company. It serves more than 70,000 customers across 12 sectors and has three focus areas: enhancing business performance, implementing management systems, and providing fintech solutions.

Vella, Pugliese, Buosi, Guidoni (VPBG) is a leading law firm in Brazil. The firm needed to transform their approach to document management. VPBG needed a document management system that was structured, auditable and integrated with the ERP. The previous solution did not provide this. VPBG rolled out several iManage solutions on the iManage Cloud platform with support from partner TOTVS. VPBG lawyers are now able to securely access their documents from any location. They can collaborate seamlessly both in-house and with clients using iManage Share. The firm maintains control and transparency over their data with iManage Threat Manager, while easily complying with Brazil's strict data protection regulations.



Users have the information they need, when they need it. iManage is precise, it's quick, and they know they can trust the results, so no time is wasted verifying the accuracy of data.

Laerte Bueno

Head of IT, Vella, Pugliese, Buosi, Guidoni



Business outcomes:

- Faster processing with 5x larger database
- Enhanced security and client data protection
- Efficient document search and management
- Seamless collaborations from anywhere

The business challenge

Complex document management impacted user experience and billable hours

VPBG are a leading law firm in Brazil's highly developed legal market, committed to providing exceptional client services and expertise around corporate tax law, mergers and acquisition, and litigation. They are also part of one of the world's largest law companies – Dentons, a legal powerhouse with over 200 global offices. VPBG was formed in 2009 through the merger of two firms, and their 150 lawyers work across four separate offices in Brazil as well as remotely. Several of their corporate clients rank among the 100 largest companies in Brazil, and their international projects include cases in the UK, the US and Germany.

For VPBG's legal team to apply their expertise and deliver efficient client services, they need to be able to locate relevant documents quickly and collaborate seamlessly with other practice areas and clients.

Yet VPBG's on-premises legacy document management system had issues. Patchy connectivity impacted access for the firm's geographically dispersed staff. And with 3 million documents and no search function, information could be difficult to find. Laerte Bueno, VPBG's Head of IT, recalls an occasion when searching for a specific email took him four days – not ideal in an organization that depends on quick and easy access to information.



Moreover, the legacy system was not connected to VPBG's ERP, making it impossible to synchronize information and automate tasks such as issuing client invoices.

"It was stressful for us and my users weren't happy. Trying to organize and search for documents was a terrible experience," says Bueno. "And we're a service provider, so wasted time equals lost revenue."

Managing the infrastructure internally was also expensive, and the firm wanted the increased security of a cloud-native solution to maintain compliance with Brazilian data protection law.

The solution

Smooth migration to a championed knowledge management platform

When the firm was formed, some of the team had prior knowledge and experience of iManage and were champions of the platform. This endorsement from within helped convince decision makers to adopt iManage across the enterprise.

VPBG rolled out the iManage platform, migrating around 1 million documents from their existing file server and legacy management system. [iManage Work](#) in the [Cloud](#), [iManage Share](#), and [iManage Threat Manager](#) were all implemented.



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According to Bueno, transferring the files was easy. The biggest question was around how VPBG should structure its data and handle change management as it migrated to a new and unfamiliar platform. VPBG shaped its migration and adoption strategy with support from [TOTVS](#), a regional iManage partner. This included training several iManage champions who, once qualified, would be responsible for encouraging peer-to-peer learning to drive user adoption.

VPBG also ran an educational program highlighting iManage benefits and advantages, all the ways it would enable the firm to enhance the quality of its service delivery. Regular hands-on training for the team was delivered via a series of workshops, facilitated by TOTVS. "That was wonderful," says Bueno. "We were able to create an onboarding process that worked well for us, and within three months we had 65 lawyers and 25 back-office staff using the system."

Bueno himself says "iManage is open on my screen 100 percent of the time."

The firm uses iManage Share to enable lawyers to collaborate easily with clients, internal colleagues who are based across multiple locations, and external partners, while maintaining version control and tracking changes. "Collaborative work brings productivity gains and, consequently, better service to our clients," confirms Bueno.

Bueno adds that iManage Threat Manager is essential to enabling the firm to meet the demands of Brazilian general data protection law. "iManage Cloud has robust security features such as encryption and access control, and iManage Threat Manager works alongside these to reduce the risk of data breaches, while simplifying compliance." Threat Manager works alongside these to reduce the risk of data breaches, while simplifying compliance."

The business outcomes

Greater efficiencies and seamless collaboration

iManage Work 10 in the Cloud has empowered VPBG to demonstrate its commitment to innovation and client service excellence, keeping the firm at the forefront of the legal industry.

The move to iManage Cloud has significantly reduced the firm's reliance on in-house hardware and IT infrastructure. The shift freed up valuable IT resources allowing the company to focus on strategic initiatives that drive innovation and improve client service. iManage is connected to VPBG's ERP, as well, providing seamless synchronization with business operations such as billing, financial management, and project tracking. This again reduces manual data entry and speeds up administrative processes.

"Recently a lawyer was in court and a client called requesting information," explains Bueno. "The lawyer just opened their laptop, and sent what client needed in under five minutes, thanks to iManage. With the previous system, that would not have been so simple."

Today, with iManage Cloud, VPBG lawyers and staff can seamlessly collaborate on documents in real time, regardless of their location. Centralized access to documents, with advanced search capabilities and version control, have streamlined workflows and enhanced productivity. Lawyers and staff work remotely using the accessibility and mobility features of iManage Work in the Cloud, without compromising security or efficiency. This flexibility enhances work-life balance and ensures business continuity in any situation.

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of data.”

Using iManage Work 10 in the Cloud has reduced the risk of a security breach and the associated financial and reputational impact. “Reputation is a very important asset for any law firm,” says Bueno, “and I sleep much better these days because I know my data is safe in the iManage Cloud. When we talk about security, that is the goal.”

As a scalable solution, iManage Cloud will adapt to VPBG’s evolving needs, ensuring that the firm has the resources and capabilities to support their continued growth and success. Today, VPBG has 5 million documents in iManage, compared to the 1 million they transferred when they implemented the solution.

“Despite the fact that our database is five times bigger, and our users have increased from 90 to 150, the system is faster,” says Bueno. “The iManage user interface is friendlier, and we know users appreciate the opportunity to collaborate because more of them are sharing documents and information.”

iManage has become an integral part of VPBG’s history. It preserves knowledge and experience, maintaining the legacy of their professional experts even after they retire or move on, providing smoother processes and greater agility.

After the difficulties they had with their old system, Bueno says “iManage has been a total revolution. I honestly can’t understand how a law firm can operate without it.”

Looking ahead

VPBG is currently considering how they can further enhance productivity by expanding how they use iManage. “It feels like a good time to be talking about next steps, new features, and new solutions — especially Insight+ and iManage AI,” says Bueno. “A year ago, we felt stuck, but now the future looks bright.”

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.imate.com to learn more.