

Dutch law firm's 20+ million documents are secure, organized, and accessible in iManage Cloud

CMS's 20-year partnership with iManage just grows stronger with the test of time



Industry:

- Legal

Headquarters:

- Amsterdam, Netherlands

iManage footprint:

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

Partner:



- IRIS Nederland enables professionals to work more efficiently through better management of their documents, emails, data, and information. It provides specialist knowledge honed over many years of experience to deliver innovative digital solutions.

CMS in the Netherlands has been happily using iManage for decades. iManage helps CMS in the Netherlands with secure document management to safely work on any matter.

CMS is one of the largest law firms in the world with over 90 offices in over 50 countries. Having served clients in Amsterdam for more than a century, the Dutch member firm combines its deep knowledge of the Dutch market with a global reach and perspective.

The business challenge

Of the three core platforms [CMS in the Netherlands](#) runs on, the document management system (DMS) has the greatest impact on employees.

Chanelfa Verwijk, Functional Application Manager, is responsible for the firm's DMS. She is one of two employees dedicated to driving continuous improvement and giving knowledge workers a seamless digital experience.



Everything we need is included with iManage. It's easy to check if documents are all present and correct.

Chanelfa Verwijk, Functional Application Manager, [CMS in the Netherlands](#)



Business outcomes:

- Ensures maximum productivity
- Promotes employee satisfaction
- Supports continuous improvement
- Enhances document security



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Chanelfa Verwijk
Functional
Application Manager
CMS in the Netherlands

Her mission is to find the best technologies for CMS in the Netherlands and guide colleagues toward the most promising features for making their workday more productive.

“We need document management to be user friendly and tailored to support productivity,” explains Verwijk. “In real terms, that means integrating with apps such as Microsoft Teams so we are not switching between screens and automating tasks that slow us down, like manual file saving.”

Co-authoring is another desirable feature that would make it easier for teams to collaborate on one document in real time. That capability is only available in the cloud, and the law firm’s DMS was still on premises. Moving document management away from on-premises and off physical servers made perfect sense as part of the wider cloud strategy for the firm.

The solution

CMS in the Netherlands has happily been using iManage for decades, while regularly scanning the market to make sure it is still the right fit. “We have been using iManage for 20 years, and that speaks for itself,” she remarks. “iManage is just very easy to use.”

The iManage platform and its popularity with employees have stood the test of time, but Verwijk also values her close relationship with iManage and the firm’s implementation partner, [IRIS Nederland](#). When CMS in the Netherlands migrated to the cloud, the three teams worked together as one to make the transition as smooth as possible.

They migrated 20 years of legal knowledge — 21.9 million documents — from iManage on-premises to the [iManage Cloud](#) over a weekend. The transition included integrating the financial system, Litera, Adobe Acrobat, and Microsoft 365. The firm’s employees knew what to expect and easily took to the cloud environment. “Our users include lawyers, notaries, tax advisors, compliance officials, and personal assistants, and only very few of them required initial support after the migration,” says Verwijk.

Employees rely on [iManage Work 10](#) to keep their documents and emails in order, using the “Quick File” button to save them directly from Outlook and “Favorites” to jump to their most-used documents.

The powerful search in Work makes it easy for staff to pinpoint exactly what they are looking for, even if they do not know which folder the document is saved in. When they want to share a document, they can collaborate with [iManage Share](#) or use “Secure Send” to create a link for clients. And the iManage integration with Teams enables staff to join meetings without even exiting their workspace.

CMS in the Netherlands monitors DMS user activity with [iManage Threat Manager](#), which alerts the relevant team if someone does something out of the ordinary. They can investigate any anomalous behavior promptly to make sure firm data stays exactly where it belongs — under iManage and CMS in the Netherlands’ protection.



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The business outcomes

CMS in the Netherlands' 20-year history with iManage boasts a long legacy of happy, productive employees. From keyboard shortcuts to automations, the iManage Cloud aids the firm's time in myriad ways, and features keep expanding as the platform evolves.

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While the user experience was not disrupted in the transition, it has changed. And for the better. Users quickly discovered that iManage Cloud is faster, more scalable (easily accommodating nearly 22 million documents), and supports more than 150 concurrent users every day without any lags or downtime.

The partnership between iManage, IRIS Nederland, and CMS in the Netherlands is going from strength to strength. Since moving to the cloud, the security, compliance, and application teams have more time for higher-value activities. In Verwijk's case, the stable, consistent iManage platform is the perfect foundation for creating more time-saving workflows with automation.

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Looking ahead

Following reviews from the firm's user testing group, staff will soon be able to use **iManage Mobility** on their mobile phones. CMS in the Netherlands is promoting the iManage co-authoring feature to encourage user adoption. They're also considering using the disposition workflow in **iManage Records Manager** to help improve productivity around the disposition of assets.

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 30 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.