



iManage

Making knowledge work



5 WAYS TO ENHANCE YOUR LAW FIRM CONFLICTS SEARCH

5



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INTRODUCTION

Law firms face the potential for a conflict of interest in any new matter or client relationship. These conflicts are seldom obvious, so law firms must dig deep to uncover them.

Issues could stem from a personnel-related situation or involve affiliate, subsidiary, or owned entities of a prospective or existing client. Conflicts of interest either not recognized or left undeclared can lead to lawsuits, fines, or both. Lawyers involved in such cases could face disciplinary action or even lose their license.

Many iManage customers respond to these challenges by implementing iManage Conflicts Manager to accurately and efficiently detect potential conflicts of interest. They appreciate the application's seamless integration with their document management solution, iManage Work. The iManage platform also offers native

integration with iManage Security Policy Manager, further enhancing client and matter data protection. This enables firms to apply information barriers and secure, need-to-know access throughout the client and matter lifecycle.

iManage solutions are not one-size-fits-all applications that force law firms to adhere to cookie-cutter business processes, as other products you may have seen in the market do. This is because iManage developers — having built solutions that are preferred by law firms for more than 25 years — understand the complexities of how law firms work and are proficient in designing technology that accommodates their unique needs.

As you evaluate law firm conflicts search solutions, don't be fooled by vendors that claim to offer the same features as iManage. These other solutions may “check the box” for certain features, but **iManage Conflicts Manager goes the extra mile, providing superior functionality in five critical areas.**





1

SUPERIOR SEARCH FEATURES

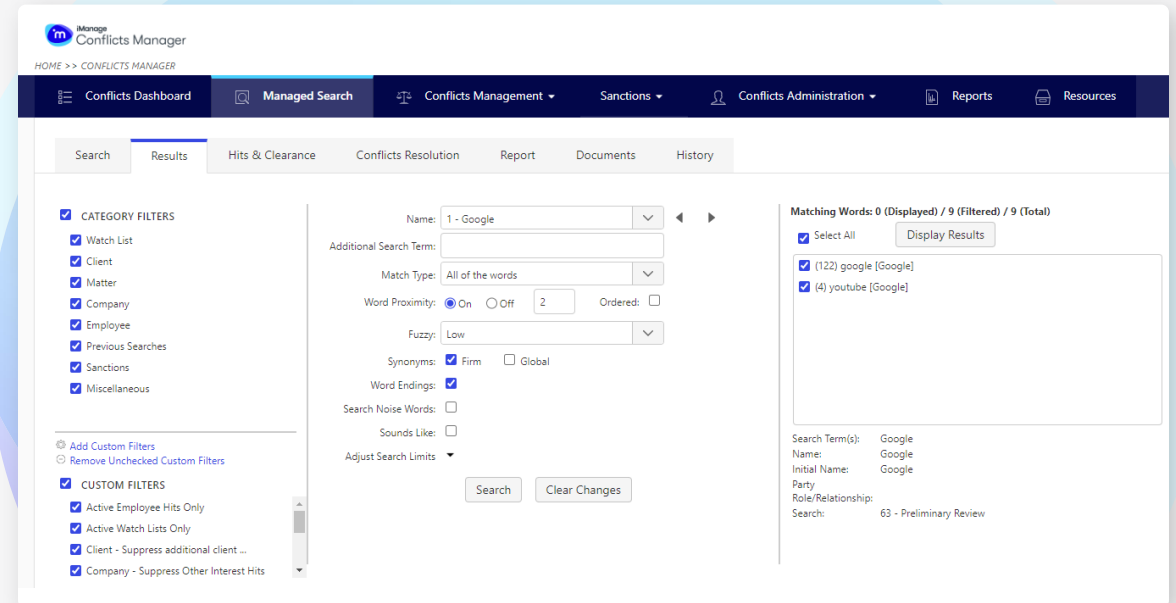
Every law firm performs conflicts searches to prevent potentially damaging conflicts of interest between clients or matters. But different firms handle this task in different ways. While some expect the attorney who brings in the work to undertake the search, others may designate a centralized search team to perform this task.



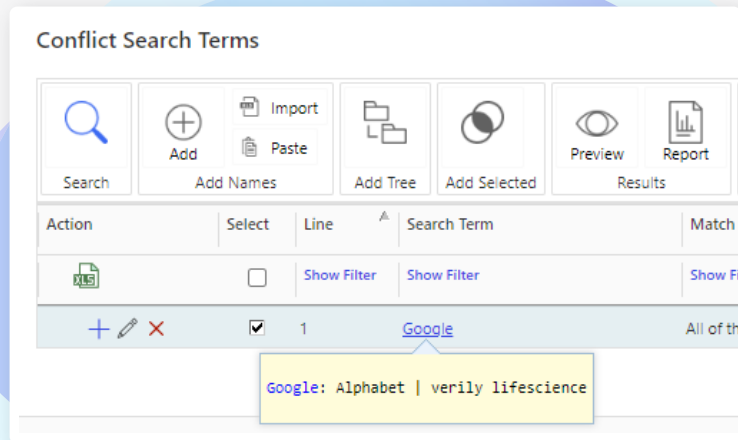
Regardless of whose job it is, most firms can agree that spending time combing through paper and digital files to produce results *that someone else must then analyze* is not an optimal use of personnel or resources.

iManage search features are **transparent**, filtering out noise based on firm-defined rules and narrowing your focus to deliver relevant hits. Team members learn how to build the specific search parameters they value into the application, saving attorneys and conflicts analysts countless hours of work. Search terms and potential iterations are called out before users run a search. Users quickly receive relevant results they can trust, eliminating the need for redundant search strategies.

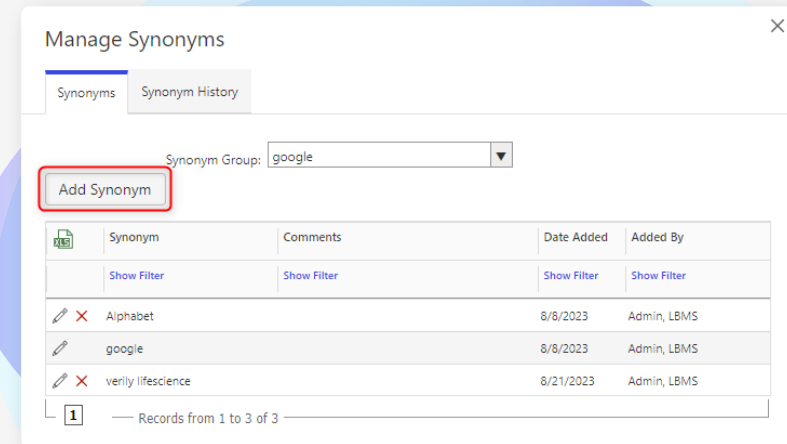
iManage also provides a **thesaurus** with access for all users. Competing solutions may check this box, but keep regular users from creating new synonyms or adding variations to existing options by making it available only as an administrative feature. With this limitation, team members are unlikely to feel they can rely on the bespoke synonym list in their searches.



Also unique to iManage Conflicts Manager is that when search terms are entered, the application instantly provides **visual cues** to how these terms will be searched. For example, you can see what synonyms are to be applied, if applicable.



If no synonyms are being applied or users want to include new iterations, they can quickly add new synonyms or variations. This benefits not only the current search but also makes the new terms available in any subsequent search that is run in Conflicts Manager by anyone else at the firm.



This flexibility helps ensure that the team gets hits for conflicts they otherwise might have missed.





2

CORPORATE TREE

The conflicts search team or attorney who brought in the work typically begins the law firm conflicts search process by identifying relevant search names. If it's the conflicts search team, depending on the firm's guidelines, they may search only for the exact list of company names the attorney provided – creating a gray area of related names that may not have been searched.



Missing a related affiliate — that the parent company of “XYZ Enterprises” is an existing client, for example — can have major repercussions for a firm. That’s why it’s essential for conflicts search teams (or attorneys who are searching on their own) to conduct corporate tree searches to reveal the names of affiliates and subsidiaries.

Manage Corporate Tree Search Terms

Name:

Ultimate Parent Name:

Tree Type:

Add as?: Related to Existing Party New Party

Party Role of New Party:

This entity has changes

Action	Search Term	Relationship	Status	Parent	Type	Address
	Show Filter	Show Filter	Show Filter	Show Filter	Show Filter	Show Filter
X	4HOME MEDIA	Affiliate				
X	ACRUM ISRAEL	Affiliate				
X	ACTIFIO	Affiliate				
X	ADMELD	Affiliate				
X	ADOMETRY	Affiliate				
X	ADSCAPE MEDIA	Affiliate				
X	AEGINO UNLIMITED	Affiliate				
X	AGAWI	Affiliate				
X	ALPENTAL TECHNOLOGIES	Affiliate				
X	ALPHABET	Affiliate				
X	ANDROID	Affiliate				
X	ANIVATO	Affiliate				

iManage Conflicts Manager can work with search terms that cover an entire corporate tree or any portion thereof. Users can configure multiple views of the tree being explored, then select their preferred view(s) when they see an entity they want to learn more about.

Suppose you’re looking at a major company such as Google. Google is a subsidiary of parent company Alphabet — that is one affiliation — but Alphabet has other subsidiaries, and Google has many, many of its own subsidiaries as well, beyond the most well-known of them, YouTube. iManage Conflicts Manager enables you to focus on the subsidiaries — or even one subsidiary, if desired — and ignore any search results from other affiliated companies of Google or its parent.

iManage Conflicts Manager can extract information from **third-party data providers** to enhance its results around corporate affiliations, including a wealth of supplemental data to assist with a firm’s “Know Your Client” requirements. This feature can save many hours of research for your team.





3

EXTENSIBILITY

When searching across different systems to uncover employee names, client names, and matter names, a search team may need to record information related to these names. To make a note that in 2004, XYZ Enterprises changed its name to ABC Systems, for example.





Adding this information back into the source systems would render the historical details invisible in future searches, but by recording this information as a note during the search, the team could make it perennially available to anyone who performs the same searches in the future.

iManage Conflicts Manager provides the ability to extend your collective intelligence by surfacing conflict-relevant information from disparate systems while you are working and store it in the Conflicts Manager database.

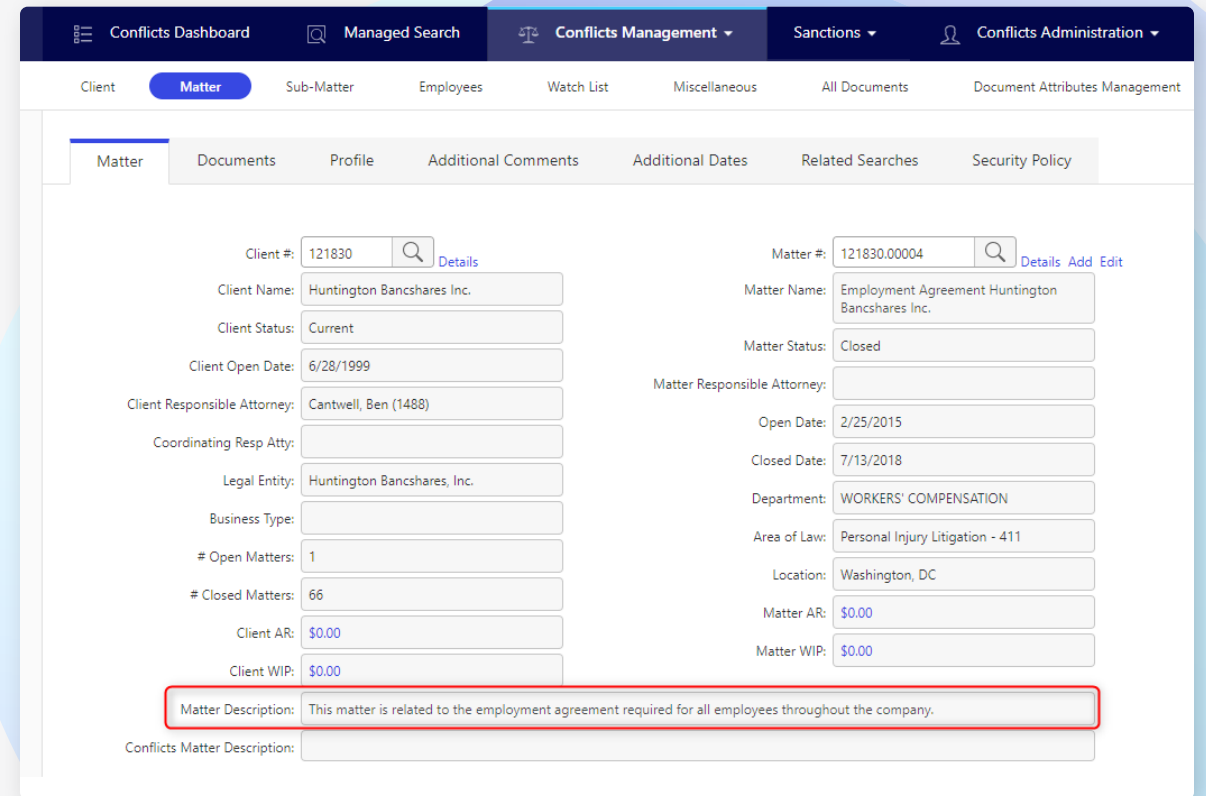
From there, the information is easy to access and consistently available to the whole team, as well as others in the firm.

Your teams and attorneys want to work a certain way, and the iManage team is highly proficient in ensuring that the solution satisfies your firm's need for flexibility. For instance, in a typical finance system, the matter name, matter number, and matter description prints on pro-formas and invoices. The finance team usually owns this data and may truncate it due to character limits in pre-bill and invoice templates. But the attorneys and conflicts team often need the full information.



iManage solves this issue by providing a **Conflicts Matter Description field** in which the conflicts team can add as much matter-related information as they see fit. This field is typically left blank by default and the conflicts team can use it whenever they need it.

Though the finance system is most often the system of record for client information, it's not uncommon for the conflicts team to review and manage additional details about the client from a conflicts check point of view. This may include who answers questions for this client, who to ask for a consent letter, or whether you can ask this client for waivers. Your team can maintain any additional client-related information in the **Conflicts Comments field**, another handy feature in Conflicts Manager. Rather than getting pushed into other systems, these client-related details – which are only relevant to the conflicts search team – can remain in the conflicts system to assist in future searches.



The screenshot displays the iManage Conflicts Management interface. The top navigation bar includes 'Conflicts Dashboard', 'Managed Search', 'Conflicts Management', 'Sanctions', and 'Conflicts Administration'. Below this, there are tabs for 'Client', 'Matter', 'Sub-Matter', 'Employees', 'Watch List', 'Miscellaneous', 'All Documents', and 'Document Attributes Management'. The 'Matter' tab is active, showing a profile for Client # 121830 and Matter # 121830.00004. The 'Matter Description' field is highlighted with a red box and contains the text: 'This matter is related to the employment agreement required for all employees throughout the company.'

Client #	Matter #
121830	121830.00004

Client Name	Matter Name
Huntington Bancshares Inc.	Employment Agreement Huntington Bancshares Inc.

Client Status	Matter Status
Current	Closed

Client Open Date	Open Date
6/28/1999	2/25/2015

Client Responsible Attorney	Matter Responsible Attorney
Cantwell, Ben (1488)	

Coordinating Resp Atty	Open Date
	2/25/2015

Legal Entity	Closed Date
Huntington Bancshares, Inc.	7/13/2018

Business Type	Department
	WORKERS' COMPENSATION

# Open Matters	Area of Law
1	Personal Injury Litigation - 411

# Closed Matters	Location
66	Washington, DC

Client AR	Matter AR
\$0.00	\$0.00

Client WIP	Matter WIP
\$0.00	\$0.00

Matter Description: This matter is related to the employment agreement required for all employees throughout the company.

4

INTERACTIVE CLEARANCE

Firms have various ways of handling clearances, and iManage supports them all. Some firms focus on the attorney who requested the search, and routinely forward PDF reports to the requesting attorney – with hundreds of hits to be cleared before they can open the matter.





Other firms zero in on the specific attorneys in the hits – for example, when Susan wants to open a new matter for a client that has an open matter with John, the protocol might be to query John before approving Susan’s request. In another firm, the culture might be for Susan to talk with John directly about opening the matter.

In the iManage Conflicts Manager dashboard, all parties can review their conflicts-related information so that every situation is handled efficiently by all participants, according to their, or their firm’s, preference.

Email inefficiencies are one of the biggest challenges in the law firm conflicts search process, with firms sometimes sending up to 20 emails to check for the same conflict of interest. For example, a conflicts search team might find that their firm is working on 200 matters for a large client’s various entities. Some of these may have very old last-work dates, but the conflicts team must verify that the matters are inactive before closing them.

Typically, the conflicts team sends an email to each matter-responsible attorney to ask whether the matters can be closed – potentially resulting in a large number of email threads that must then be tracked until they are all resolved. Not a very efficient use of everyone’s time.



iManage Conflicts Manager provides a much more effective solution. Its **interactive clearance** functionality enables the conflicts team to select all the hits they need to investigate on one screen and click a single email button to send a message to each matter attorney that contains the request, along with the matter number and related details. Lawyers receive a separate message for each matter they are involved with and Conflicts Manager maintains their replies, keeping a clear audit trail for the search team’s records.

The interactive clearance functionality is highly flexible, supporting users in their preferred ways of working. The whole team can work in the application at the same time, accessing and tracking all the information they need in the centralized database. Conflicts attorneys can also work through the dashboard to clear their own conflicts.

Client Hits - 5

<input type="checkbox"/>	Found In	Matching Text	Name	Role	Relationship	Client	Contact	Open/Closed Matters	Client Status	Opened	Last Invoiced	Last Time Entry	Selected Date	Conflict Type	Resolution
	Show Filter	Show Filter	Show Filter	Show Filter	Show Filter	Show Filter	Show Filter	Show Filter	Show Filter	Show Filter	Show Filter	Show Filter	Show Filter	Show Filter	Show Filter
<input type="checkbox"/>	Party	google	Google	Other	Client	101290 - Allstate	Wilcox, II, Dominic (CResp)	1/0	Current	7/7/2011	10/7/2011	9/7/2011	9/27/2023 9:20:20 AM	Current Client Conflict	
<input type="checkbox"/>	Party	google apple	Google	Adverse	Adverse Party	102360 - Latin American Export Bank	The, Dominicans (CResp)	40/1	Current	1/28/2010	4/28/2010	3/28/2010	9/27/2023 9:20:22 AM		
<input type="checkbox"/>	Party	google	Google	Other	Client	114530 - Stryker Corp	Flair, Ric (CResp)	0/1	Current	8/25/2006	11/25/2006	10/25/2006	9/27/2023 9:20:22 AM	Current Client Conflict	
<input type="checkbox"/>	Party	Google	Google	Adverse	Competitor of Adverse Party	114830 - Belk, Inc.	Miller, Andrew (CResp)	0/0	Inactive	1/28/2013	4/28/2013	3/28/2013	9/27/2023 9:20:28 AM	Current Client Conflict	
<input type="checkbox"/>	Party	google	Google	Client	Other	116770 - Bombriil SA (BMBPY)	Evans, Jane (CResp)	0/1	Current	10/22/2012	4/22/2013	3/22/2013	9/27/2023 9:20:31 AM		



5

INTEGRATED SOLUTION

Privacy levels, ethical walls, and other information barriers protect client confidentiality but can also undermine the ability of the conflicts team to perform a thorough search.



Barriers created with add-on software can impede the team’s access to necessary content, delaying the search while they request access to the protected content from IT, the respective attorneys, or the administrators of the software.

The seamless, integrated solution offered by iManage not only helps firms identify and resolve conflicts of interest and facilitate business acceptance reviews, but it can also apply information security barriers. This means that, when the need for a new security barrier is identified during the intake process, those security policy

updates can be accomplished without leaving the application. When the conflicts team runs a conflicts search in Conflicts Manager they see an icon indicating any clients or matters having an applicable information barrier.

Putting this functionality at the fingertips of your conflicts team saves time, facilitates compliance, and increases the quality of your conflicts search results. Delivered by a single vendor, iManage, the integrated platform approach provides the right balance between speed, transparency, and security.

Matter Results - 232 Records Found (Name: Google) - Filtered: 260

<input type="checkbox"/>	Found In	Matching Text	Name	Role	Relationship	Client	Matter #	Matter Name	Contact
	Show Filter	Show Filter	Show Filter	Show Filter	Show Filter	Show Filter	Show Filter	Show Filter	Show Filter
<input type="checkbox"/>	Matter All	Berry Plastics vs Advanced Micro Devices Matter description for matter 187950.00002 Conflicts Comments: Did it save? Additional Narrative: Sample default value google and alphabet are both involved Client Name: Berry Plastics	Google	Other	Matter All	187950 - Berry Plastics	187950.00002	Berry Plastics vs Advanced Micro Devices	Siegel, Dave (MRA)

EXPERIENCE MATTERS

As you research potential law firm conflicts search solutions, keep in mind that a good customer experience is about more than just the technology, and evaluate the solution provider that you'll be working with just as closely as the solution itself.

iManage has built a Professional Services team with decades of experience in developing legal technologies that are used successfully across the globe. This team includes attorneys and legal staff whose focus is on serving clients, as well as admin managers and IT professionals with experience supporting legal teams, protecting businesses from risk, and managing billing and finance.

Our experts understand your challenges because many are lawyers themselves or have worked for law firms like yours. We know how law firms operate and how lawyers and conflicts teams work. By identifying your desired outcomes — whether you want to enhance structure around risk analysis and information gathering or foster communication between your conflicts department and practice team — iManage can help you find greater efficiencies while honoring the way your firm works best. We collaborate with you to discover how our solutions can work best for everyone.



Ready to see iManage in action?

Contact us for a no-obligation demo.

[BOOK A DEMO >](#)

Want more information on the pressures law firms face?

Read our white paper, Conflict Checks: How to protect your law firm in an age of complex corporate relationships, multiple regulations, and high volumes of data.

[GET THE WHITE PAPER >](#)

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