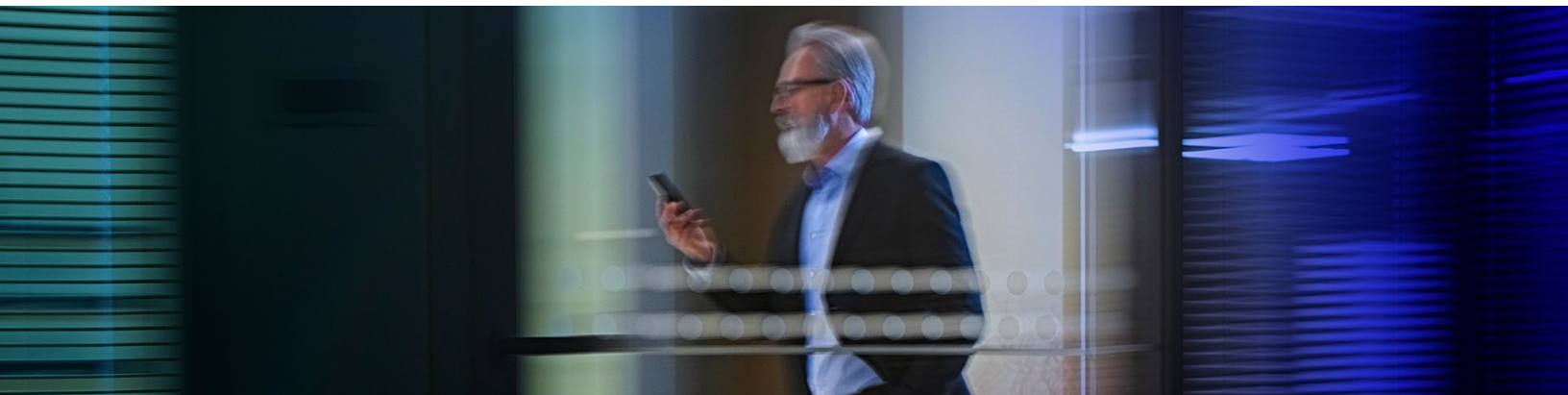


# SEAMLESS TRANSITION TO BETTER RECORDS MANAGEMENT AND INFORMATION GOVERNANCE AT VEDDER PRICE PC

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Realizing the benefits of adopting a cloud-based knowledge work platform with iManage



## VedderPrice

### Industry:

- Legal

### Headquarters:

- Chicago, USA

### iManage footprint:

- iManage Cloud on Azure
- iManage Work
- iManage Records Manager
- iManage Security Policy Manager
- iManage Threat Manager

An international business-focused law firm, Vedder Price serves sophisticated clients of all sizes and industries from offices across the US and in the UK and Asia. The firm specializes in corporate finance and transactions, global transportation finance, labor, and litigation. They wanted to move from outdated legacy document management systems to a more matter-centric environment, with greater transparency into the knowledge contained in the physical records they kept. Benefits of adopting the iManage Cloud knowledge work platform included strong user adoption, increased productivity, significantly upgraded security, and the greater efficiency of delivery from a single platform.

### The challenge

#### A matter-centric environment for an information-intensive business

Vedder Price attorneys and staff faced the daily challenges of finding information quickly in an information-intensive business. Employee behavior in saving and storing documents was challenging to regulate, and policies and procedures were hard to enforce.



I'd say the document management system was our primary driver for change — getting people to use a single repository, or at least to have people work around a more matter-centric environment.

**Robert Vosters**, Manager of Records and Information Compliance, Vedder Price

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**Benefits:**

- Centralized workflow and matter lifecycle management
- Integration with email and other Microsoft products
- Increased security and productivity
- Improved governance and risk management
- Strong user adoption



Managing records, overseeing both physical and electronic documents, had grown cumbersome due to antiquated, on-premises, legacy document management systems. Vedder Price knew they had to centralize document, email, and records management in a more matter-centric environment, as well as needing to improve security and adherence to governance.

In addition to a more matter-centric environment, the firm hoped for greater transparency into the knowledge contained in the physical records they kept. Identifying records that didn't need to be kept in paper form enabled more efficient offsite storage, but it was a challenge in the existing system to have attorneys review historical matters to assess their value and apply the rules that determine their disposition.

### The solution

#### Centralized workflow management – with benefits

They selected the iManage Cloud platform, with iManage Work, iManage Records Manager, iManage Security Policy Manager and iManage Threat Manager, and completed the implementation in February 2020.

Vedder Price understood that upgrading the tools they were using for email, electronic documents, and physical records would benefit the firm. But why did they choose iManage over other options?

As noted, the firm saw value in centralizing their work. Centralization is at the core of the iManage knowledge work platform, which offers compelling workflow management benefits. These include artificial intelligence, security, governance, and the ability to integrate with email and other Microsoft products the firm uses.

### The benefits

#### Seamless integration followed by strong adoption

In March 2020, much of the world sheltered at home, and iManage had just been implemented at Vedder Price. Vosters posits that their legacy systems wouldn't have functioned as well with that many people on them at one time. The transition with iManage was seamless.



iManage has been so successful for the firm since we rolled out last year. We've started to integrate everything else into iManage Work as the central hub for people and build everything with iManage as the main driver. It was transformational for people to see how much more they could do when they switched to iManage.

**Robert Vosters**  
Manager of Records and  
Information Compliance,  
Vedder Price



Our attorneys and the entire firm work together better by using iManage products. Everything is unified administratively. The attorneys and legal teams can work better knowing that they're working in one single location with access to all the information that they need.

**Robert Vosters**  
Manager of Records and  
Information Compliance,  
Vedder Price

The firm quickly realized the benefits of adopting iManage Cloud knowledge work platform. Transitioning to iManage immediately prior to pandemic-induced lockdowns helped them accelerate their digital transformation initiatives, identify asset value, and streamline their workflow.

Vosters told us iManage has helped people at Vedder Price be more effective at finding and creating documents. They understand where to start and how to get to the documents that they are working on, which improves productivity. Multiple attorneys can collaborate on the same document, and it easily becomes a record.

### **Attorneys and legal teams working together better**

Remarking on the quick adoption of the iManage platform by end users, Vosters said the firm made sure people understood what was happening and how it was going to benefit them. They explained the concept of having a main hub for everything. Leading with that helped make the rollout successful.

Electronic rendition allowed Vosters' team to spin up a process to scan records and relate them easily to iManage documents and records. And for those still wanting paper, the integration with Microsoft Office allows people to print any email they are filing.

### **Better risk management and ongoing process improvement**

Vosters particularly likes the policy service feature in Records Manager, which lets him apply matter lifecycle management to workspaces in iManage Work, versus training people and hoping they do the right thing. He says that setting up a policy that requires that a workspace gets closed when a matter is done reduces the firm's risk.

In addition, Vedder Price is customizing the business rules in Threat Manager to meet their specific requirements. For example, the current configuration actively detects irregular activity, defined as departures from normal behavior. The firm is exploring extending those rules to include role-based codes aligned with their specific employee groupings.

### **Information, records, and governance challenges resolved**

After moving its knowledge work into a centralized, integrated, cloud-based platform with iManage, all of Vedder Price's immediate challenges were resolved. The benefits of the change were clearly demonstrated by positive outcomes, including strong user adoption, increased productivity, significantly upgraded security, and the greater efficiency of delivery from a single platform.

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## **About iManage™**

iManage is the company dedicated to Making Knowledge Work™. Its intelligent, cloud-enabled, secure knowledge work platform enables organizations to uncover and activate the knowledge that exists inside their business content and communications. Advanced Artificial Intelligence and powerful document and email management create connections across data, systems, and people while leveraging the context of organizational content to fuel deep insights, informed business decisions, and collaboration. Underpinned by best of breed security, sophisticated workflows and governance approaches, iManage has earned its place as the industry standard through continually innovating to solve the most complex professional challenges and enabling better business outcomes for over one million professionals across 65+ countries. Visit [www.imanage.com](http://www.imanage.com) to learn more.