iManage
Making knowledge work

Felsberg Advogados ensures business continuity by migrating its knowledge work to the cloud

Respected Brazilian law firm promotes internal security and data governance while enabling uninterrupted document access for staff

..FELSBERG
ADVOGADOS

Industry:
- Legal

Headquarters:
- São Paulo, Brazil

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

TOTVS

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.

Founded in 1970, Felsberg Advogados is one of Brazil's most respected law firms, recognized for its pioneering spirit and innovation in embracing new market sectors and areas of law. The firm was among the first to operate in aeronautical finance and offer services that support project financing and venture capital in Brazil. In the same spirit, the firm's recent upgrade to iManage Work 10 in the Cloud, with the support of long-term iManage partner TOTVS, helped them address increasingly frequent power outages and promote internal security while enhancing data governance. Felsberg Advogados' move to the cloud provides greater value at the same cost as the on-premises infrastructure it replaces, while iManage Share ensures secure collaboration, and iManage Threat Manager permits the IT team to respond to security threats in real time.

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iManage Threat Manager has already helped us prevent a security breach. The real-time notification meant we could act immediately to block suspicious activity.

Rodrigo Filipe da Silva
IT Manager, Felsberg Advogados

The business challenge

Power outages disrupt productivity

In our fast-paced digital world, power outages can significantly disrupt productivity. Felsberg Advogados, with offices in São Paulo, Rio de Janeiro, and Brasília, was confronting the challenge of an unstable electricity supply.

When the power was lost, so was the firm's access to its on-premises document management solution. IT Manager Rodrigo Filipe da Silva recalls one particularly severe outage on New Year's Eve that corrupted their storage and took him the whole night to recover the files that the firm's 140 knowledge workers depend on.

To prevent further disruptions, the firm decided to move its knowledge management to the cloud as quickly as possible, seeking a future-ready platform that would accommodate emerging AI capabilities. IT priorities also included enhanced data security and increased efficiency for users.

Ensuring the security of the firm's sensitive information is an absolute necessity. Felsberg used a manual process that generated daily reports monitoring user activity to detect suspicious downloads, but it relied on day-old data. This raised concerns about the potential for a delay in identifying an unauthorized download outside of work hours. So a further goal was to automate that manual process.

The solution

Enhancing security and efficiency with iManage Cloud solutions

Felsberg Advogados turned to their long-term partner, TOTVS, for guidance. "We've been using iManage happily since 2007, so when TOTVS advised us to implement a package of solutions in the iManage Cloud, we didn't need to consider other options," says da Silva. "We knew it was the right decision."

TOTVS supported the migration, and the firm provided training to help employees adapt to the new platform. The legal team and administrators use iManage Work 10 in the Cloud to save and retrieve files, improve version control, and create and edit client documents. With email management for Outlook, they can file emails, schedule meetings, and assign tasks within iManage without switching between applications.

The firm creates virtual data rooms for mergers and acquisitions using iManage Share. "We previously used Google Drive, but it doesn't offer the same high data security standards as iManage," explains da Silva. "Now we can spin up a data room to share documents securely with clients and ensure compliance with our data governance practices."

iManage Threat Manager proactively monitors the environment and alerts the IT team to any suspicious activity in real-time. They can then block the user from downloading further files and notify a partner to address the situation.

"iManage Threat Manager has already helped us prevent a security breach," says da Silva. "Someone exported a large number of files to create a personal database. We received a complete breakdown of everything they'd exported and notified the appropriate partner to take immediate action." The IT team then tightened its data security controls to prevent another occurrence.

The business outcomes

Empowering 140 employees to be productive from anywhere

Felsberg Advogados' staff can securely access the right documents from anywhere with iManage. In the event of a power outage, they can continue working remotely until power is restored, and the IT team doesn't have to work late hours to get systems back online.

"We moved to a new office a year ago and the internet went down for four days," recalls da Silva. "Thanks to iManage, our team was able to continue client work remotely while the issue was resolved."

Initially, some staff had security concerns about migrating to the cloud. However, after experiencing iManage firsthand, everyone at Felsberg Advogados agrees that the new system is both more user-friendly and secure. The transition also offers greater value; the firm now benefits from a modern, feature-rich platform that enhances productivity at the same cost as maintaining an outdated on-premises environment.

"iManage Work 10 provides better indexing and a more powerful search capability," says da Silva. "But it's not just the legal team that's become more productive. My team used to spend a lot of time putting out fires, but now we have time to collaborate with our partners in a more strategic manner. Our discussions have shifted from which software to install to how we can leverage technology to improve business outcomes, save time and costs, and promote greater efficiency."

Along with the enhanced security iManage Threat Manager provides, all these improvements contribute to a better client experience, helping Felsberg Advogados maintain its competitive edge.

"iManage has an excellent reputation, and clients feel reassured knowing we use it," explains da Silva. "I've always been a huge fan of iManage and would recommend it to anyone. Other solutions simply don't match its level of maturity or security, making it challenging to meet client expectations."

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> Felsberg Advogados

Looking ahead

Felsberg Advogados has AI integration on its roadmap. They plan to adopt Ask iManage and take advantage of its native integration with Microsoft Copilot. This will empower staff to query iManage using natural language by simply typing questions into Microsoft Teams. Ask iManage will retrieve specific data points within client documents, producing ever more efficiency and productivity for the firm.

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.

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