

Khaitan & Co pioneers next-generation legal document management with iManage partnership

Leading Indian law firm sets new benchmarks in legal tech adoption, driving digital transformation on a top-tier platform



Industry:

- Legal

Headquarters:

- Mumbai, India

iManage footprint:

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

Khaitan & Co, one of India's largest and most distinguished full-service law firms, stands at the forefront of legal excellence with 1200 legal professionals, including 270+ leaders and presence in India and Singapore. As a powerhouse in the legal sector, the firm's exceptional growth trajectory and commitment to innovation called for an evolution in its document management capabilities. In line with their tradition of embracing cutting-edge solutions, Khaitan & Co embarked on a strategic digital transformation initiative. After a comprehensive evaluation of global solutions, the firm chose to implement iManage Work 10 in the Cloud, establishing a sophisticated knowledge ecosystem that mirrors their market-leading position and future-ready approach.

The choice of iManage represents Khaitan & Co's commitment to adopting best-in-class technology solutions that enhance their service delivery while maintaining the highest standards of security and efficiency. This partnership marks a significant milestone in the firm's digital journey, combining its legal expertise with advanced technology to create a seamless, unified platform for knowledge management.



About ServTouch:

ServTouch provides digital solutions to enhance business productivity, employee efficiency, and client satisfaction. The company is Singapore-based with more than 15 years of experience implementing and supporting iManage clients in Singapore and Asia.



The iManage leadership team's strategic vision and commitment to client success resonated deeply with our own values. This alignment of vision and values was instrumental in our decision-making process.

Rohit Shukla
Chief Digital Officer, Khaitan & Co

Benefits:

- Unified digital infrastructure across 8 locations
- Centralized knowledge with enterprise-grade security
- Positioned firm as a global employer of choice in legal
- Forged strategic partnership for continuous innovation
- Advanced firm-wide digital transformation initiatives

The business challenge

Evolving toward unified excellence

With a prestigious legal team serving an elite clientele of international businesses and India's leading corporations, Khaitan & Co recognized the opportunity to enhance their digital ecosystem to match their exceptional growth. As a forward-thinking firm, they sought to transform their document management approach to create a more unified and sophisticated system that would scale with their expansion.

While the firm had successfully leveraged various digital solutions, including an internally developed system and Microsoft SharePoint integration, their vision demanded an enterprise-grade platform that could deliver unprecedented levels of efficiency and security.

"As a firm that has always championed innovation, we envisioned creating a unified digital ecosystem that would set new standards in legal knowledge management," explains Rohit Shukla, Chief Digital Officer at Khaitan & Co.

"Our goal was to implement a solution that would not only enhance collaboration across our practices but also establish new benchmarks in security and data governance," he added.



The solution

Pioneering enterprise-grade knowledge management

"India's position as a global technology hub presented us with multiple pathways for digital transformation. However, our strategic vision called for a solution that would complement our core strength — delivering exceptional legal services at scale," reflects Gaurav Agrawal, Director of Information Technology and Security at Khaitan & Co.

The firm initiated a comprehensive evaluation process, focusing on solutions that could match their ambitious requirements for security, scalability, and user experience. Aakash Choubey, Partner at Khaitan & Co explains, "We approached this as a strategic investment in our firm's future. Our selection process prioritized platforms that had proven their worth in the most demanding legal environments globally."

After a thorough analysis of market-leading solutions, including a Microsoft-based system and NetDocuments, Khaitan & Co selected [iManage Work 10](#) in the [Cloud](#) as their partner of choice.

"iManage stood out not just for its global reputation in the legal sector, but for its vision of the future of legal technology," notes Shukla. "The leadership team's deep understanding of the legal sector's unique challenges and their commitment to innovation aligned perfectly with our own forward-thinking approach. Their platform offered the sophisticated features we needed while maintaining the flexibility to grow with us."



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Aakash Choubey
Partner,
Khaitan and Co

The decision was further reinforced during Shukla's attendance at ConnectLive, the premier iManage customer event, where the platform's roadmap and user testimonials validated Khaitan & Co's choice. The event showcased the iManage commitment to pushing the boundaries of legal technology, perfectly aligning with Khaitan & Co's vision for digital excellence.

Orchestrating a strategic implementation

In partnership with [ServTouch](#), Khaitan & Co executed a comprehensive deployment of the iManage suite, including Work 10 in the Cloud, [iManage Share](#), [iManage Drive](#), and [iManage Threat Manager](#).

The implementation strategy reflected the firm's commitment to excellence, with a meticulously planned rollout designed to achieve optimal adoption across the organization. The firm's Digital & Innovation team leverages advanced analytics to monitor platform utilization, ensuring all practices maximize the potential of their new digital landscape. This data-driven approach enables proactive optimization and targeted support, demonstrating Khaitan & Co's commitment to technology excellence.

"Our vision extended beyond traditional document management to creating a comprehensive knowledge network," explains Nadia Ahmed, Manager - Digital & Innovation at Khaitan & Co. "What began as a solution for our legal teams has evolved into a firm-wide platform for innovation, now serving over 1,200 professionals across various functions."

The implementation strategy showcased Khaitan & Co's signature attention to detail, with dedicated teams conducting personalized training sessions across all practices. This hands-on approach, complemented by a robust online learning program and strategic internal communications, ensured strong adoption throughout the organization.

"We implemented a strategic approach to data migration that empowers our professionals while maintaining the highest standards of document management," notes Aditya Srikanth, Assistant Manager - Digital & Innovation, Khaitan & Co. "This user-centric strategy ensures our repository remains both comprehensive and relevant."



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Gaurav Agrawal
Director - Information
Technology and
Security, Khaitan
and Co





The firm's innovative approach to document accessibility maintains seamless access to historical records while ensuring all current work products are secured within the state-of-the-art iManage platform.

The business outcomes

Setting new standards in legal technology

Khaitan & Co's implementation of iManage marks a significant milestone in their digital transformation journey. The platform has become integral to the firm's operations, fostering enhanced collaboration, strengthening security protocols, and creating a robust integrated knowledge framework.

"As a leader in the legal sector, our technology choices reflect our commitment to excellence," concludes Shukla. "The global reputation and sophisticated capabilities of iManage align perfectly with our position as an employer of choice for top legal talent worldwide."

The partnership between Khaitan & Co and iManage exemplifies the power of shared vision and values, with both organizations committed to pushing the boundaries of legal technology innovation.

Looking ahead

Khaitan & Co continues to lead the way in legal technology innovation, taking a measured and strategic approach to new technologies. The firm's development of ask. KAI, its proprietary AI initiative, demonstrates their commitment to innovative solutions while maintaining the highest standards of data security and client confidentiality.

This balanced approach to innovation, combining best-in-class solutions like iManage with custom-developed tools, positions Khaitan & Co at the forefront of legal technology advancement. As the firm explores the integration of additional AI capabilities such as iManage AI solutions, they continue to set new standards for technology adoption in the legal sector.

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.