

# Taxise Asia streamlines collaboration across borders with iManage

Specialist firm adopts centralized document management for scalability, security, and client satisfaction



## wts taxise

**Industry:**

- Legal

**Headquarters:**

- Singapore

**iManage footprint:**

- iManage Work 10 in the Cloud
- iManage Drive

Growing law firm [Taxise Asia](#) needed a secure document repository to retain its company knowledge and empower its lawyers to safely and effectively collaborate with colleagues and external consultants. Since transitioning to iManage Work 10 in the Cloud with the help of its Singapore partner, [Servtouch](#), the firm has taken control of its data and employees are able to find new and historical documents quickly, which enables them to complete client work faster.

Taxise Asia, also known as WTS Taxise, is a member of WTS Global, a network of specialist tax firms. Founded in 2019, the Singapore-based firm specializes in international tax and trade law working with clients to develop and implement their global tax and trade strategies.

## servTouch

**About ServTouch:**

[ServTouch](#) Servtouch is a Singapore-based company with more than 15 years' experience implementing and supporting iManage platforms for clients. Its comprehensive services are all designed to enable efficient hybrid working.



Having a secure data repository in iManage means we'll be well positioned to adopt AI in the future.

**Eugene Lim**  
[Founding Principal, Taxise Asia](#)



### Business outcomes:

- Scalable document management
- Streamlined multi-jurisdictional collaboration
- Long-term client relationship support
- Firm knowledge secured and protected

## The business challenge

### Easier, more scalable document management

The lawyers at Taxise Asia work across borders on multi-jurisdictional cases with clients and external partners all over the world. The parties all collaborate through emails and video calls and the firm is ultimately responsible for providing a final document for the client.

The firm's initial approach to document management was manual, using Microsoft Office 365 to share files and collaborate. As the firm grew and staffing changes occurred, they found they needed a better way to keep documents organized and ensure that they retained the firm's knowledge.

"We work with third parties to give clients comprehensive tax solutions.

What we had was not designed for co-authoring, so the process wasn't as seamless as we'd have liked," recalls Eugene Lim, Founding Principal, Taxise Asia. "Emails with large attachments also slowed things down and stretched local storage capacities."

Without a dedicated search capability, finding the right document could be time-consuming, as well – especially for older files. Sometimes the lawyer who worked on the case originally was still with the firm and could recall the details, but the process was not ideal. Taxise Asia wanted a more sustainable approach to ensure they could scale efficiently and build long-term relationships with clients.



## The solution

### Centralized, cloud-based document management

Taxise Asia wanted a cloud-based solution from a technology vendor who could partner with the firm as it grows and evolves. When they evaluated the solutions on the market, they considered using their practice management system, Tesseract, as an all-in-one platform.

"Tesseract didn't meet our document management requirements," said Lim, noting that there were other concerns, as well. "The iManage team demonstrated that [iManage Work 10](#) in the [Cloud](#) was the right choice. It had all the features we were looking for and was highly recommended by members of our team who have used it before."

Taxise Asia worked with Servtouch to create a project and implementation plan, which included running staff training sessions and developing a methodology and framework for organizing folders. The firm also created protocols for saving and collaborating on documents. They rolled out iManage Work 10 in the Cloud seamlessly and integrated the platform with Microsoft Office to simplify saving emails.



iManage Work 10 makes collaborating on one document seamless and efficient. Changes are tracked and we can guarantee version control.

**Eugene Lim**  
Founding Principal  
Taxise Asia

iManage Work 10 in the Cloud is the firm's user-friendly central data repository for all emails and documents. All new documents and emails are saved directly into iManage while the firm's archive is being migrated into the new system.

"iManage Work 10 makes collaborating on one document seamless and efficient. Changes are tracked and we can guarantee version control," Lim explained. "It's much easier to work with third-party consultants and clients, and we're planning to create shared workspaces with [iManage Drive](#) to make the process even smoother."

## The business outcomes

### Improved efficiency and streamlined workflows

Secure, centralized document management makes life easier for everyone at Taxise Asia. While in-house collaboration is already much more efficient, they anticipate a significantly improved partner and client experience with the iManage Drive implementation.

"People feel much more confident searching with iManage and only looking in one place, instead of going through vast archives," said Lim. "A single data repository is also better for risk management. I sleep well at night knowing we've got greater control over our data with iManage."

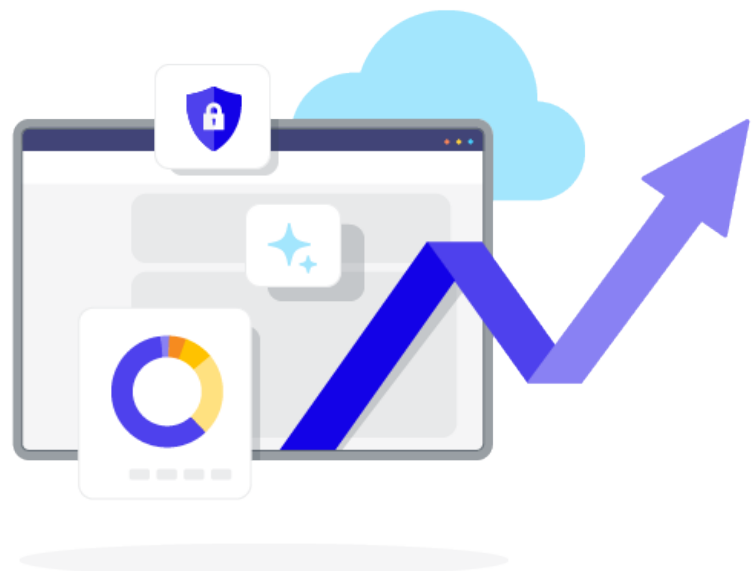
Taxise Asia can control access and permissions using iManage Work 10. "It's reassuring to know that — while core iManage functionality is all we need to protect our documents now — solutions like [iManage Threat Manager](#) are available to provide advanced risk management at scale, as the firm grows," remarks Lim.

With happier staff, smoother workflows, and faster collaboration, Taxise Asia is more productive than ever using iManage. Client data is secure and can be easily audited, which helps build trust. Longstanding clients are better served, too, by the firm's ability to locate historical documents quickly and ensure continuity of service.



iManage gives us a competitive edge. We can grow our business with confidence that our document management strategy will keep staff productive as we scale.

**Eugene Lim**  
Founding Principal  
Taxise Asia





“The many positives of iManage give us a competitive edge,” said Lim. “We can grow our business with confidence that our document management strategy will keep our staff productive as we scale.”

### Looking ahead

The next step on the firm’s roadmap is the iManage Drive implementation. For the future, Taxise Asia is considering [iManage AI](#). “We’d like to be able to extract data from documents automatically to create high-quality first drafts for client documents or advice,” said Lim. “Having a secure data repository in iManage means we’ll be well-positioned to adopt AI in the future.”

---

### 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](http://www.imanage.com) to learn more.