

Zul Rafique & Partners redefine how the firm makes knowledge work with iManage Cloud

Malaysian law firm replaces legacy document management system with a comprehensive productivity platform



ZUL RAFIQUE & PARTNERS

Industry:

- Legal

Headquarters:

- Kuala Lumpur, Malaysia

iManage footprint:

- iManage Work 10 in the Cloud

BUSINESSNETWORK SOLUTIONS

About Business Network Solutions

Business Network Solutions (BNS) specializes in the business verticals of law firms and corporate legal, consulting and accounting firms, and small medium enterprises. Serving the Asia Pacific region with headquarters in Malaysia, BNS has representative offices in Singapore and the Philippines.

Zul Rafique & Partners (ZRp) has a dedicated knowledge management department that sets them apart from other law firms. The firm's document management system (DMS), however, was showing its age and growing difficult to use with newer technologies. After comparing the leading DMS solutions available, the Partners decided iManage Work 10 in the Cloud would give their team the best features, security, and user-friendly interface to move the business forward. With help from the local iManage support team and peer-to-peer learning from within, the firm executed a smooth transition of all 200 employees to iManage in a two-month phased rollout. ZRp's people have been empowered with greater productivity, better collaboration, and happier lawyers, while its IT and knowledge management personnel are liberated from time-consuming platform maintenance.

Zul Rafique & Partners is one of the largest law firms in Malaysia. They employ about 200 people, including 100 lawyers who provide a full range of services across 18 practice areas. Known for supporting multi-million-dollar cross-border deals.



With iManage, authorized users can set up new folders and rename documents themselves, which is quicker, easier, and saves the IT team a job.

Amylia Soraya

Partner, Intellectual Property and Knowledge Management, Zul Rafique & Partners



Business outcomes:

- Frees the KM team from mundane tasks
- Integrates with essential systems and apps
- Local support available
- Enhances data governance and security

The business challenge

Seize the opportunity to improve productivity and collaboration

Innovative and pioneering, [Zul Rafique & Partners](#) is a great place to work. About 10 percent of its lawyers have received long service awards for decades of loyalty. Few law firms in Malaysia have a dedicated knowledge management department, which underscores ZRp's laser focus on employee empowerment and making knowledge work.

"Knowledge is the lifeblood of our firm, and our dedicated knowledge management, research, and training department gives us a competitive edge," explains Amylia Soraya, Partner, Intellectual Property and Knowledge Management at Zul Rafique & Partners. "We work closely with the IT team to combine enterprise knowledge with the right systems to foster productivity."

ZRp's lawyers are always on the go, keeping flexible office hours, attending client meetings, and bringing cases to court. Soraya's team is responsible for ensuring they can access and collaborate on documents and precedents securely from anywhere.

"We were using our legacy DMS for more than ten years, and it was getting harder and harder to give lawyers a frictionless user experience," she says. "For example, they were logging into the DMS remotely via our Citrix virtual desktop infrastructure, but incompatibilities with the Teams conferencing system meant they couldn't open both applications at once."

Switching between apps wasn't the only limitation. Because the previous DMS allowed only one user to make edits on the master document at any given time, staff must take care not to open a document someone else was working on, lest their changes be lost. This impeded the firm's ability to maintain a single source of truth for each document.

"Controlling access to sensitive data is so important in legal. IT admins were responsible for folder management and access control — going through them to set up new folders and rename documents," explains Soraya. "With iManage, authorized users can do that themselves, which is quicker, easier, more secure, and saves IT resources."

The solution

Invest in employee satisfaction and data security

Soraya and her IT Manager compared numerous document management systems. Impressed with the features, built-in security, and user-friendly interface of the [iManage Cloud](#) platform, they worked together to pitch it to the firm's senior partners for their approval.

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Amylia Soraya
Partner, Intellectual Property
and Knowledge Management
[Zul Rafique & Partners](#)



“ROI is an important consideration when we’re investing in something new. I won over our leadership team by demonstrating that iManage was a sound investment in firm-wide efficiency. We were impressed that iManage has local support in Malaysia too; that’s unusual for providers in this region,” she reveals.

With support from iManage, the firm kicked off a two-month phased rollout, starting with smaller departments and choosing user champions to encourage peer-to-peer learning. iManage provides continuous training and how-to guides, and as the firm onboards new employees, it runs refresher courses that everyone is welcome to join.

ZRp migrated about 6,000 documents into [iManage Work 10](#) in the Cloud, deciding to leave legacy documents in an archive to keep the platform lean. iManage is integrated with Citrix and [Microsoft 365](#), including the [Teams](#) app, which is central to their ability to collaborate.

All 200 employees, including 100 lawyers, use iManage Work as the central document repository. This helps partners and lawyers to work together on documents more efficiently, making amendments without the risk of losing changes. Amendments are tracked and visible, so there’s never any doubt that they’re working on the latest version, and ZRp can focus on working quickly to meet tight client deadlines.

Lawyers, partners, and pupils are creating folders and using drag and drop to organize files — there is no need to ask IT to do this for them, and no time lost on document admin.

“The more we learn about iManage features, the more we get out of the platform. The search is much more powerful than our old DMS, surfacing details from within documents rather than just matching file names,” adds Soraya. “We also love ‘recent matters’ and ‘favorites’.
The files we’re working on are always just one click away.”

iManage enforces rigorous data security and integrity automatically. IT sets up the policies that control user access. This ensures the right staff can work on the right documents, and if they don’t need to edit a file, it gives employees read-only access to prevent accidental overwrites.





The business outcomes

Set the bar higher for legal work efficiency in Malaysia

Adopting the iManage Cloud platform has taken a massive weight off the knowledge management team's shoulders. Employees can find what they're looking for without asking for help, it's easy to learn, and onboarding new employees takes no time at all.

"Lawyers love iManage. They're taking the initiative to explore the features and learning how to make the best use of the platform we've provided," says Soraya. "Pupils used to say managing documents was the toughest part of the pupillage. We can't wait to get them working in iManage to show them how much difference the right platform makes to everyday tasks."

ZRp has improved remote access while retaining control over firm data. Legal teams open iManage and collaborate on documents securely, no matter where they are. They don't need to juggle multiple systems or take turns working on documents.

"iManage gives us greater freedom because no matter where we work, we have a consistently great document management system at our fingertips. And we're not spending all our time managing it or fielding support calls," explains Soraya.

As an esteemed law firm, all eyes across Malaysia are on Zul Rafique & Partners and the productivity gains it has achieved with iManage.

"I'm proud that we found the right solution for our firm and have buy-in from everyone from senior stakeholders to pupils in chambers," says Soraya. "iManage gives us a strategic advantage, and where we lead, other firms follow. This could be the beginning of a new era of efficiency for the Malaysian 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 30 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.