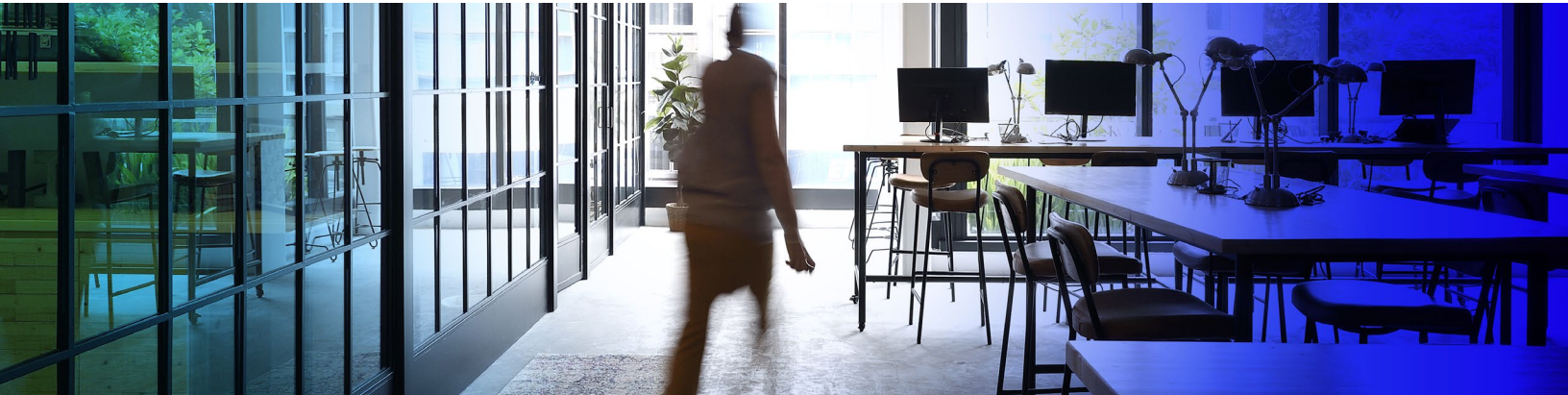iManage
Making knowledge work

# Parkview Health makes life better for employees, patients, and the community

Non-profit health system serves 1.3 M citizens more efficiently and saves money with secure document management in the iManage Cloud

PARKVIEW
HEALTH

**Industry:**

- Healthcare

**Headquarters:**

- Fort Wayne, Indiana, US

**iManage footprint:**

- iManage Work 10 in the Cloud
- iManage Share

MICRO
STRATEGIES
TECHNOLOGY SOLUTIONS. BUSINESS RESULTS.

**About Micro Strategies**

Micro Strategies and its team of 150 employees support customers across the Northeastern United States, providing strategic IT solutions for the legal sector and corporate legal teams. It also offers specialist services, solutions, and training for iManage users.

Parkview Health understands how pivotal confidentiality is in the healthcare sector. At the same time, its leadership is dedicated to offering employees the greatest possible freedom and flexibility in their work. To strike the right balance between the need for security, ease of access, and mobility, the organization replaced its secure shared drive with iManage Work 10 in the Cloud and customized the implementation to support all of the teams who needed it. Now, everyone works more efficiently, collaborates more effectively, saves valuable time, and feels confident in the security of the solution. In addition, by eliminating the need to pay for a secure data room, Parkview Health stands to save a significant amount of money each time there is an acquisition. Savings that this healthcare provider can dedicate to improving the lives and communities of its employees and patients.

Parkview Health is a community-based, not-for-profit health system serving 1.3 million citizens across 22 counties in Indiana and Ohio. It's the region's largest employer, with 17,500 staff across 15 hospitals and 22 outpatient centers. Its mission is to improve health and inspire well-being in the community.

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**Joni Horton**
*Legal Operations Supervisor, Parkview Health*

## The business challenge

**Keep work flexible and healthcare data secure**

Parkview Health is all about community; improving the lives of the people it serves, providing local, affordable healthcare, and showing employees how valued they are. The organization has multiple awards for its workplace culture and holds regular check-in meetings with staff to get their input.

To give staff more freedom and flexibility, Parkview Health offers a hybrid workplace. But wherever they choose to work, employees need fast access to secure documents. Joni Horton, Legal Operations Supervisor at Parkview Health, elaborates, "We were using a drive hosted on a secure server, but that wasn't ideal for remote working."

The team accessed the secure drive remotely via a VPN, which could be slow at times. If attorneys had an issue with the VPN, they'd ask an assistant to email the file to them, which triggered a chain of tasks that took valuable time away from legal matters. And the attorneys were not the only employees frustrated by document transmission speeds. Sharing documents using Teams or OneDrive was also not as straightforward as it should be.

"As you'd expect, we work with a lot of highly confidential data in the healthcare sector, so we were looking for something super secure but also flexible," says Horton. "Different teams have different workstyles: we need a platform that accommodates them all."
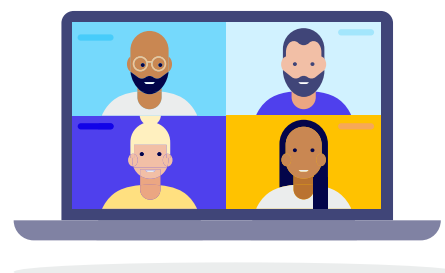
## The solution

**iManage heads above other platforms**

After evaluating three document management systems, Parkview Health implemented the iManage Cloud platform.

"One system we were considering combined contract and document management, but when we saw the demos, iManage came out on top," says Horton. "There wasn't even a question at that point. iManage was heads above the other platforms."

What caught the team's eye? Horton says several advantages made iManage stand out from the rest. Native integrations between iManage and Microsoft 365 promise to make work more fluid and collaboration more effective. And — with a legacy drive full of data to migrate — everyone was attracted by the ease of getting documents into the system. Fast, secure cloud access, with the ability to log into iManage from any computer, tablet, or mobile phone, was a huge plus.

Parkview Health worked with iManage partner, Micro Strategies, to set up the platform, migrate its 200,000+ documents, and provide user training. Micro Strategies also ran a Q&A session to help all Parkview staff get comfortable with using the platform.

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>
> **Joni Horton**
> Legal Operations
> Supervisor
> Parkview Health

In line with its employee-first culture, Parkview Health committed to an implementation that worked for everyone. For example, Legal Ops consulted staff on how to set up the folder structure and decided to keep it the same as they were used to. They still save acquisition files under "acquisition," which Horton says makes it more intuitive. She feels that keeping a similar folder structure has facilitated adoption.

"I love the easy learning curve with iManage," Horton adds. "It's human nature to resist change, so landing on a structure that suits everyone was a massive achievement. That doesn't just happen — it was the biggest clue that we'd made the right choice with iManage before we went live."

**Making knowledge work™ for everyone**

With multiple teams using iManage, the organization customized the platform to ensure the permission structure is reliable, and people only have access to documents from their own team's folders.

Previously, the litigation team had a calendar to track cases and needed to save files in three different places. Horton says the litigation team is super happy with everything they need in iManage.

"iManage has been incredible for the litigation team," says Horton. "They can be much more organized, not hopping between the F drive, Teams, and SharePoint. Not searching in 10 different places for documents. They can track cases more effectively just by working directly in iManage."

With a central place for case documents, medical malpractice attorneys now work on the same platform as the litigation team, making it easier for them to collaborate.

Horton herself uses iManage Work to keep track of fees and process payments. The platform's powerful search makes it easy to find invoices and check payments without manually scrolling through a vast trove of documents. The compliance team also uses iManage to keep track of hotline calls and meeting minutes.

The Information Services (IS) team uses iManage Share to send documents to technology vendors when collaborating on an incident. This saves them from emailing documents back and forth and keeps their shared information secure.

## The business outcomes

**Achieving results that benefit the community**

A few months into its iManage transition, Parkview Health is already seeing great results. Staff across all departments using the platform report significant time savings because they can find exactly what they need without asking anyone for help.

"iManage is so empowering, it's been great for us. Having to ask someone to send you a file and then wait for it is the worst feeling when you want to accomplish things," explains Horton. "With iManage, we can keep working and move on to more meaningful tasks."

In the healthcare industry, saving time isn't just good for morale. It has a knock-on effect for patients and the wider community, making processes like facility assessments, checking a contract, and answering patient queries faster and smoother. Horton estimates that, "With iManage, staff now find documents in minutes compared to hours or half a day; and that's particularly important when we're answering questions that shape patient care."

What platform features have had the biggest impact on Horton's daily life? "Move and share, they're the best buttons in the world!" With the Microsoft and Adobe integrations, finding, opening, and saving documents without leaving iManage offers the teams game-changing simplicity. Horton is amazed at the things they now do in just a few clicks. And with a sharing solution they can rely on, Parkview Health is on the brink of incredible cost savings.

"We've started using iManage Share to create data rooms during acquisitions, which means we don't need to hire a third-party vendor and pay per data room," Horton reveals.

Parkview Health is achieving great things. Better organization and collaboration, improved data security and access control, and significant time and cost savings, to name a few. As the future unfolds, we can expect ever more incredible outcomes from this people-focused powerhouse.

**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.

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