The Case for iManage in Litigation Support

7 ways to improve productivity and attorney success

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Executive summary

As the litigation support software landscape matures, it is moving toward primary systems of record to support the litigation life cycle. These key systems range from eDiscovery to case and document management.

iManage and Relativity undertook joint market research over two years to better understand how these systems interact, identify friction points in the core litigation process so that they can be removed, and pinpoint additional attorney use cases that could benefit users and improve litigation outcomes.

As a result of this work, Relativity Collect in RelativityOne can now import content from targeted folders in iManage. The research also identified several use cases for the iManage document management system (DMS) in the litigation life cycle, which we outline in this report.

As the industry's leading knowledge work platform, iManage is already involved in the litigation life cycle. The partnership with Relativity simply opens up new ways to improve the litigator experience, with better support at specific points in the litigation life cycle.

By streamlining the movement of documents from iManage to Relativity, Lit Support professionals can reduce the administrative burden on staff while providing attorneys with new tools and capabilities for more effective litigation.

New litigator capabilities include faster self-service and mobile access to "hot docs," as well as access to best practice starting points for motions, pleadings, and settlements. This knowledge is available from a governed, single source of truth that consolidates shared drives and reduces risk. The increased visibility into ongoing litigation tasks improves productivity and efficiency, ultimately producing better litigation outcomes.

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I. Litigation support is maturing, with key systems of record emerging

Overarching trends of the recent past upended traditional work patterns and established a more hybrid working model. Changing client and user expectations, along with the reality that legal teams may no longer be physically present in the same office when work is happening, is reshaping how litigation is managed. And, as illustrated in Figure 1, eDiscovery remains among law firms' top tech priorities.

Figure 1

Top tech priorities for law firms in 2023

Respondents were asked to rank their top 3 priorities. Here's what they said:

1 Data management/retention strategy **48%**

2 eDiscovery/document review platforms **46%**

3 Matter management software **39%**

4 eBilling/cost recovery software **34%**

5 Robust cybersecurity posture **33%**

Source: The Results are in! All About our Litigation Support Trends Survey. (2022, December 5). *US Legal Support*

At the same time, security needs such as information governance, data security, and privacy are driving IT system consolidation around established, governed systems of record to manage the litigation life cycle. These systems fall into several distinct categories:

- **eDiscovery,** spanning all phases of legal hold, eDRM, and more

- **Online legal research services,** that fuel legal work

- **Document management,** where the lawyers work

- **Case management,** for exhibits, depositions, and trial prep

- **Electronic filing services and court systems,** to expedite submission of court filings

- **Collaboration tools,** like Microsoft Teams

These systems interact across the litigation matter life cycle, and the best operating Lit Support groups think about how these systems work together to avoid duplication of content and streamline processes. See Figure 2.

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Four major software systems support the litigation lifecycle

	Try to settle		e-Discovery				Draft and file motions/settlements				Case strategy/transcipts				Trial		
	Settle	Litigate	Collect	Upload	Review	Produce	Draft	Review	File	Offers	Witness/Exhibits	Prep Depositions	Execute Depositions	Transcript	Pre-trial	Trial	Post-trial
eDiscovery			●	●	●	●					●	●					
Document Management	●	●					●	●	●	●	●	●	●	●	●	●	●
Case Management											●	●	●	●	●	●	●
Legal Research/Data	●	●					●	●	●	●					●	●	●

The market research undertaken jointly by iManage and Relativity sought to identify friction points in the core litigation process and other attorney use cases that would be useful for us, as partners, to address. We also wanted to highlight any barriers to the interaction of our two systems so that we could remove them in support of the overall litigation life cycle.

The research focused on Am Law 100 firms, with additional validation focus groups and interviews conducted with large and midsize law firms, primarily in the US. We gathered the data from more than 40 interviews of Lit Support professionals, paralegals, and attorneys.

This work has enabled Relativity to enhance its importation of iManage content into RelativityOne, while iManage has learned new ways that its document management platform can support litigation. In this white paper, we share how using the iManage platform can enhance Lit Support productivity across the litigation life cycle and — together with Relativity — help law firms improve litigation results.

By adopting the practices we recommend, Lit Support professionals will be able to:

- Save time, reduce errors, and streamline the movement of documents from iManage to Relativity for eDiscovery and lateral transfers.

- Provide attorneys faster self-service and mobile access to hot docs, while reducing the administrative burden on Lit Support.

- Provide attorneys with new tools for finding the best practice starting points for motions, pleadings, and settlements, based on advanced knowledge searches.

- Stay on top of litigation processes and tasks to increase efficiency, improve visibility, and reduce risk.

- Improve productivity, risk management, and information governance by managing secure file exchanges and governing shared drives.

II. How is document management relevant to litigation support?

Lit Support might initially question how relevant document management, or iManage, is to their day-to-day activities. But a closer inspection reveals the critical role that document management – and iManage – plays.

iManage Work provides a single source of truth in the form of a unified, highly accessible workspace for email, documents, and Microsoft Teams conversations. Electronic matter files provide coordinated versioning and editing in a governed environment that applies need-to-know security, audit trails, and defensible disposition. It also provides mobile access across devices for anytime, anywhere productivity through its Mobility app, as well as integration with legal drafting tools – including over 200 legal-specific partners.

How do litigators use iManage?

Litigators use iManage Work in many stages of the litigation life cycle. They use it to find previous or best practice work product to draft motions, pleadings, and settlements. They also use Work when managing correspondence with experts, opposing counsel, and clients, and for drafting and editing prep materials for depositions. Later in the litigation life cycle (if not using a case management system), they use it when preparing for trial and for trial support.

iManage Work is widely adopted across law firms and corporations. More than 3,000 law firms and 1,200 corporate legal departments rely on iManage worldwide. This ubiquity is due to the efficiency and proven benefits the platform offers to its customers and users. So, for many of you, iManage is already central to the litigation work that you do every day.

Put simply, iManage is the knowledge work platform of choice among litigators and other knowledge workers who want to work more productively, collaboratively, and securely.

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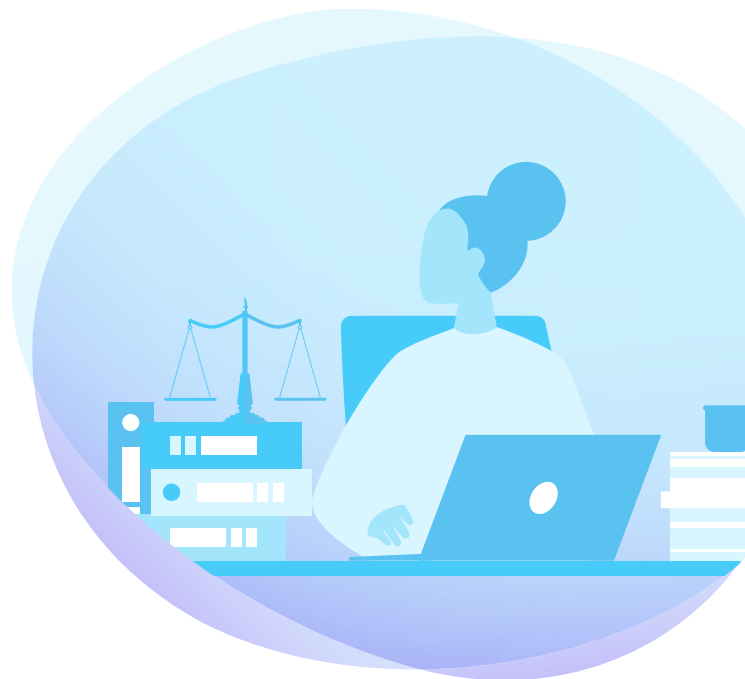
III. Seven ways to enhance litigation support and attorney success with iManage

1. Use new Relativity Collect in RelativityOne to simplify the export of content from iManage

Why is your discoverable content in iManage?

In a perfect world, it wouldn't be there, but in the real world, discoverable content can easily end up in iManage Work. This happens for a variety of reasons that include:

- Client emails contain content that later qualifies for eDiscovery.

- Small matters grow in complexity ("Discovery" folders, "Produced" folders).

- The firm itself becomes a defendant in a litigation.

- The firm itself is subject to a third-party subpoena or audit.

However the content winds up in iManage, it must be retrieved. And that's where Relativity Collect in RelativityOne comes in — to streamline the process and import content from targeted folders in iManage and bring it safely into Relativity. See Figure 3.

This facilitates not only eDiscovery, but other Lit Support use cases such as review of departing attorney files and support of firm audits, investigations, and litigation — which apply in the case of the firm itself being sued.

While streamlining this process frees up Lit Support staff and paralegals to focus on higher-value activities, it also reduces the probability of errors while duplicating and maintains a high level of security throughout the export process. That's important from a risk management perspective.

Figure 3

New "connector" makes it easy to bring in iManage content
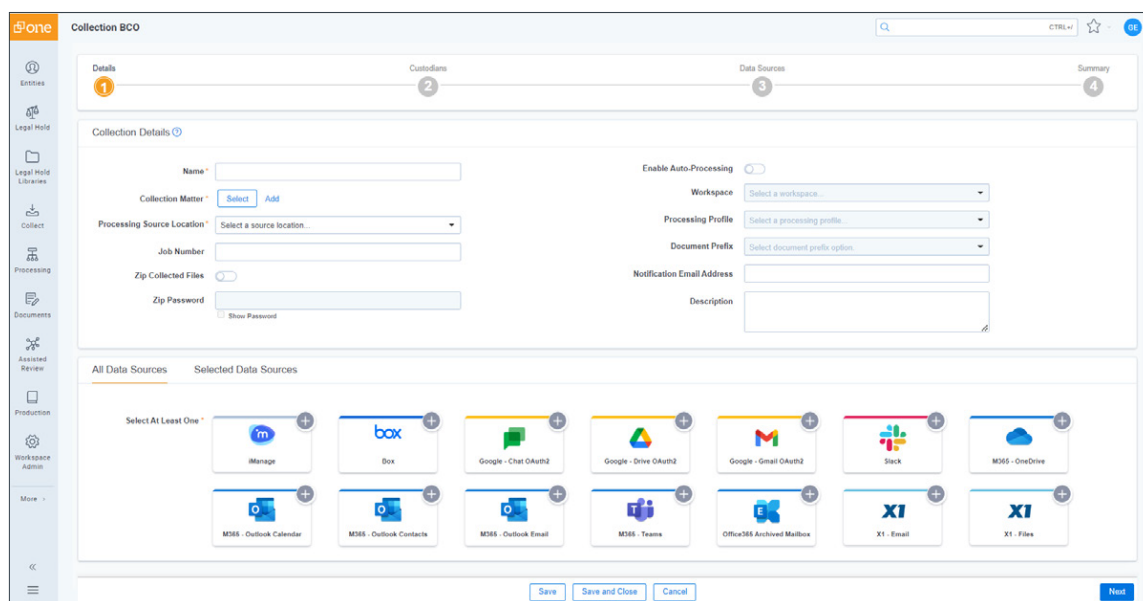
Here's why. In a bulk export from the iManage platform to an unsecured location, such as a hard drive, followed by a bulk import from that drive or location to Relativity, the data is exposed and vulnerable to malfeasance for an undefined period. But in the streamlined process, the data never leaves the iManage Cloud on Microsoft Azure — it's a secure, cloud-to-cloud solution.

2. Store hot docs in iManage — providing quick and mobile access to critical discovery content

Hot docs, the "smoking gun" emails and documents that are identified in the discovery process, are a focus of attorney work in planning litigation strategy and preparing for depositions. Many firms store copies of hot docs on a shared drive, which are typically ungoverned, introducing questions of access – who is looking at this content? – and auditability. It also raises the issue of over- or under-retention of data. Finally, the docs may fall out of date as new hot docs are added through additional eDiscovery without the benefit of version control.

Retrieving or searching for hot docs in the eDiscovery system is not the best use of time for specialized staff. Moreover, these shared drives are typically not available in remote work or off-site locations, or at odd hours. And if one or more hot docs are on a shared drive or locked in an eDiscovery system that a lawyer doesn't have access to in their moment of need, the litigation effort suffers.

Figure 4
iManage Insight+ can quickly filter by fields and values that matter most.
Field

- Client
- Matter
- File name
- Custodian
- Positive/Negative

- Bates #
- Relativity doc ID
- Date created
- Deponents (multi-value)
- Issues (multi-value – select)

Storing hot docs in iManage and making them searchable yields significant benefits that address these pain points. Using metatags, iManage Insight+ enables litigators to quickly filter materials by doc type and other meaningful values. See Figure 4.

By using Insight+ to self-search hot docs directly from iManage, attorneys can search from any location and on any device, so they can be more responsive. The ability to see all current hot docs results in fewer requests for Lit Support to search the eDiscovery system and enables faster retrieval of hot docs in court and on the road.

All authorized attorneys and staff have access to this centralized critical resource without switching applications or searching shared drives; this avoids the productivity drag known to be associated with context switching.

Users can even annotate hot docs in iManage with Insight+ and enrich their searches with external metadata – further extending the value that litigators can extract.

3. Tap into firm knowledge to draft more effective motions, pleadings, and settlements

The same intelligent iManage search technology that underpins Insight+ capabilities can also improve the drafting of motions, pleadings, and settlements.

Start with motions and pleadings. Insight+ can identify the most relevant work product by combining document metadata (such as jurisdiction level, jurisdiction, year, and author) with best-practice templates and metadata from outside sources (such as Thomson Reuters, Pacer Pro, and WestLaw), along with metadata from internal systems (such as knowledge libraries and data lakes). Insight+ can also search by issues or terms specific to the case – for example, "obstruction of justice," or "harassment." See Figure 5.

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Figure 5

iManage Insight+ helps find the most relevant previous work product.

Field

- Type of motion or pleading
- Jurisdiction level (Fed, State, County, City, Parish, etc)

- Jurisdiction (full name)
- Year
- Author
- Issues / Claims
- Text (contains):

Similarly, iManage Insight+ can help improve the drafting of settlements. You can locate and search public settlement agreements (Mass Tort, for example) or other firm work product based on criteria like author, type, year, value, currency, jurisdiction level, judge, plaintiff, plaintiff attorney, defendant, and claims.

Figure 6

iManage Insight+ can act as a drafting assistant, searching public settlements and firm work product to identify best practice or similar work product.

Field

- Author
- Type
- Year
- Value
- Currency
- Jurisdiction level
- Jurisdiction (full name)
- Judge

- Plaintiff Name
- Plaintiff attorney (firm)
- Plaintiff attorney (lawyer 1)
- Plaintiff attorney (lawyer 2)
- Defendant
- Claims

No lawyer likes to start with a blank page. The level of granularity provided by Insight+, attorneys can use to quickly filter valuable internal and external knowledge. This produces a powerful, highly relevant starting point for motions, pleadings, and settlements, and accelerates these actions right from the start.

4. Get key litigation processes under control and improve organizational agility with iManage Tracker

Litigation is supported by a rigorous set of processes and tasks at different phases of the litigation life cycle, as outlined earlier in Fig 2.

iManage Tracker delivers powerful benefits to Lit Support professionals and attorneys, bringing key litigation processes under control so that nothing falls through the cracks. The first and only matter-centric checklist management application, Tracker integrates fully with iManage Work and Microsoft, allowing users to:

- See and manage checklists alongside Microsoft 365.

- Drag and drop emails from Outlook directly into Tracker to create tasks.

- Import existing checklists and manage multiple checklists per matter.

- Secure checklists per the associated matter settings in iManage Security Policy Manager

By confirming each step is completed — and completed correctly — Tracker dramatically reduces the probability of skipped steps and other errors. No more time spent asking questions like, "where are we with X?" Its reports can even be used to support audits by indicating where the process might have broken down.

Tracker helps wrangle litigation processes across an organization, as well. Its checklists capture and replicate best practices, helping standardize service delivery with common templates across all offices to make the work product more consistent and the work process more agile. Simply updating a checklist changes how the entire organization behaves, and nimbly shifts the paradigm. See Figure 7.

Figure 7

Tracker helps bring key litigation processes under control.
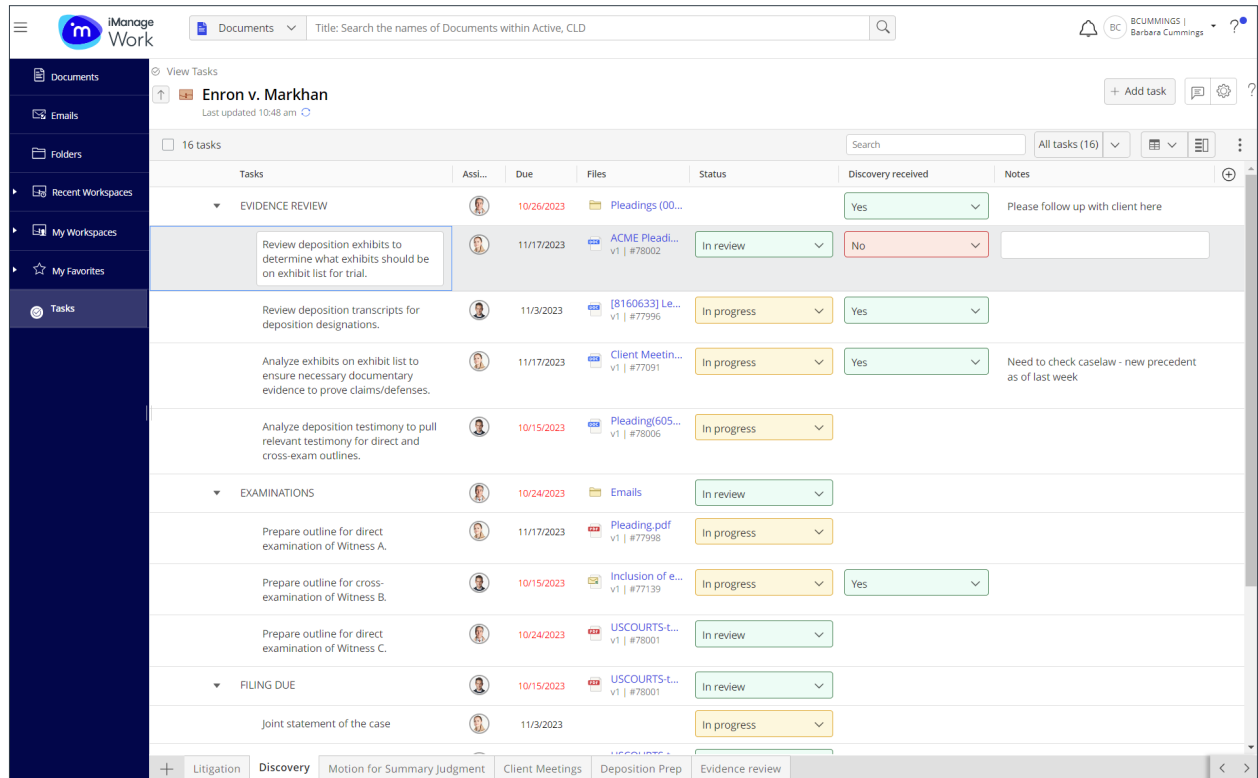
5. Streamline secure file sharing with iManage Share

Any litigation matter involves piles of documents and third parties such as experts, co-counsel, clients, and opposing counsel. iManage Share simplifies the sharing of documents with these third parties.

iManage Share is the secure file sharing solution built directly into iManage. Shared folders appear as blue folders in the matter file, and you work with them is as easily as any other folder in iManage.

Use iManage Share to:

- **Share production files with opposing counsel:** upload large files – Share has no file size limit – and automate tasks like metadata scrubbing as part of the sharing process.

- **Collaborate securely with experts and other third parties:** Each shared folder inherits governance and access controls from the core matter file to maintain security and governance over all assets. Comprehensive audit trails track every task and action for complete auditability. Revised files automatically appear in the blue folder in Work, so attorneys never change interfaces and lose productive time when sharing content externally. Supervisory reporting provides audit capability over all sharing actions.

- **Work from anywhere:** Access shared content on mobile devices from any location.

- **Request files from external parties:** Use Share's "upload request" feature to request files from clients, experts, and co-counsel, simplifying the process and providing access to uploaded files immediately and directly from the attorney interface in Work.

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- **Share files securely from many commonly used applications:** whether sharing from Work 10, Outlook (using iManage's Outlook add-in), or iManage Share, secure sharing is just a click away from where attorneys work.

- **Empower your teams to easily remove old data and reduce data sprawl** with Share's storage management features.

6. Control shared drive sprawl and governance with iManage Security Policy Manager

As mentioned in use case #2, many litigation support groups rely on ungoverned shared drives for storing hot docs. These drives are also used for discovery and production sets and other litigation artifacts. As noted, while a file share may be convenient, the approach has unintended risks, such as over-retention of obsolete information. Storage costs for data and their backups can be significant — and unrefined datasets can be massive.

Ongoing manual cleaning of the data to determine the disposition status of so many files also incurs a price. Shared drives offer limited visibility, no audit trail, and raise questions about control of the data, or who has access to what.

With your folders and files in iManage Work you can rely on iManage Security Policy Manager to protect your most sensitive information. Security Policy Manager can secure and manage the life cycle of litigation support content in concert with your firm and client policies. Use Security Policy Manager to defensibly delete old discovery sets based on the matter close date or other triggers and retain audited records of your compliance.

7. Take advantage of a broad partner ecosystem to extend and enrich iManage in your Litigation Practice

iManage offers powerful advantages to Lit Support professionals, but its true superpower may be how it integrates with the other systems Lit Support teams are likely to be using.

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iManage partner ecosystem integration

iManage Work integration with all of these key vendors reduces any potential friction while helping to streamline the important workflows that occur throughout the entire litigation life cycle.

E-Discovery

RelativityOne (Relativity)

RelativityOne streamlines the e-discovery processes, from collect through production. Platform scales to any size of litigation project and provides AI features to provide accuracy and efficiencies.

Authoring Tools

Change-Pro (Litera)

Change-Pro is a redlining/blacklining tool that provides complete comparison of Word, PowerPoint, Excel, and PDF document content.

Litera Create (Litera)

Litera Create is a document assembly and content library solution that provides access to firm-approved templates and targeted content.

pdfDocs (Litera)

pdfDocs is a project-centric PDF management application that gives users the ability to create, collate, edit, redact, annotate, and secure PDF content. Users can print, email, and save documents from within the application interface. pdfDocs also automates the process of converting and assembling vast amounts of documents into a single or multi-PDF, which can be distributed to clients or third parties quickly and securely.

Compose (Casetext)

Compose enables an attorney to prepare a well-supported first draft of a brief. Compose allows the attorney to pick the type of brief that needs to be written, and then provides a list of arguments and relevant legal standards in order to assemble the brief.

Exhibit Preparation

ExhibitManager (Causasoft GmbH)

ExhibitManager is an intelligent software supporting teams of litigators and arbitration practitioners in legal proceedings, from collecting and reviewing documents, to writing legal briefs, creating exhibit bundles with interactive eBriefs, and presenting evidence at the hearing through the use of Generative AI.

Case Management

MatterSphere (Thomson Reuters)

MatterSphere is a matter management system that provides firms with a single, unified way to view, manage day-to-day activities, and unify the entire matter lifecycle from beginning to end. MatterSphere automates and standardizes manual processes with built-in workflows and allows lawyers to manage clients, matters, documents, and all associated details.

Legal Research

Lexis Search Advantage (Lexis)

Lexis Search Advantage helps firms find relevant internal and external documents with a single search. This search solution simultaneously scans your internal documents and LexisNexis® repository. AI-powered entity recognition ensures every search provides a broader, deeper perspective across the entire spectrum of resources at your disposal with the most relevant content based on our proprietary content enrichment AI technology.

West km (Thomson Reuters)

West km integrates knowledge management software with your organization's document content while incorporating Thomson Reuters Westlaw enhancements and legal research technology.

PacerPro Manifold (PacerPro)

Manifold standardizes the format of litigators' court-filed records and data to make them readily available and easy to use. It does this by inspecting and capturing the metadata contained in the federal courts' Electronic Case Files (ECF) system. This metadata includes things such as judge, nature of suit, filer, and filing type which are subsequently stored with the document meta-data in iManage.

Docketing

BEC Docket Enterprise (BEC)

BEC Legal Systems' Docket Enterprise and MatterLink provide complete case management. Docket Enterprise tracks critical deadlines for your case team. Using scheduling templates and optional court rules integration, Docket Enterprise automates case scheduling with recipient management, email scheduling summaries, and reminders. MatterLink organizes case deadlines, related parties, attorney notes, and custom fields.

CourtAlert Case Management-Docketing and Calendaring (CourtAlert)

CourtAlert provides the ability to docket and calendar incoming fillings and updates.

Electronic Filing

InfoTrack (InfoTrack)

InfoTrack provides core litigation processes such as eFiling, process serving, electronic signatures, and docket syncing between iManage Work and the courts.

CourtDrive

CourtDrive provides a single platform for PACER, ECF notices, third party integrations, calendaring, and workflow management needs around other filings. CourtDrive's iManage integration allows law firms to automatically save Federal and State court pleadings into iManage.

CourtAlert Case Management-Docketing and Calendaring (CourtAlert)

CourtAlert ECF Inform service handles the downloading of notices from federal PACER courts and most state courts. The teams working on the cases are notified of the filings and the filings are subsequently uploaded to the appropriate iManage Work matter folders.

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Conclusion

The litigation practice in any law firm can only deliver optimal results with strong Lit Support teams. Those Lit Support teams, in turn, can excel only when they have the best systems at their disposal, providing a foundation for the essential work that they do.

Document management plays an essential role here, especially for Lit Support teams that are already using Relativity for eDiscovery. iManage can enhance Lit Support productivity across the litigation life cycle and improve litigators' performance at several key points.

By adopting new ways of working that fully utilize iManage capabilities, Lit Support teams can save time, reduce possible errors, enhance security and information governance, and provide a higher level of service to attorneys.

Simply put, Lit Support can do more and do it better with iManage, driving better business outcomes.

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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