

HIRSCH ROBERTS WEINSTEIN DISCOVERS IMPROVED PERFORMANCE WITH iMANAGE WORK

Cloud-based document management offers reliable service and the ability to work securely from anywhere



Industry:

- Business Services

Headquarters:

- Boston, USA

iManage Footprint:

- iManage Work in the cloud

Benefits:

- Stable system performance
- Ease of working from anywhere
- Advanced cloud security

Hirsch Roberts Weinstein LLP (HRW) is a premier litigation, labor, and employment law firm based in Boston and serving organizations throughout the New England region. In 2018, HRW was experiencing recurrent downtime issues with their legacy on-premises document management system. Based on the performance and stability described by iManage customer references, they selected iManage Work in the cloud as their new document management system. iManage met HRW's needs for superior document management by offering improved performance, security, and ease of use from anywhere.

HRW represents a variety of businesses and institutions, including Fortune 500 companies, prominent universities, esteemed nonprofit institutions, and cutting-edge high-tech companies. Their proactive approach starts with counseling, training, and education specifically tailored to help each client understand and comply with the labor and employment laws applicable to its industry and workplace.



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Erin D. Reed

Managing Director, Hirsch Roberts Weinstein



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The firm wanted to replace their document management system (DMS) with a solution that offered more reliable uptime and support, as well as better remote accessibility. iManage met HRW’s needs for superior document management—leading to improved performance, security, and ease of use from anywhere.

The Challenge

Frequent legacy system crashes disrupted firm productivity

In 2018, HRW was experiencing recurrent issues with their on-premises legacy document management system. The indexer crashed frequently and support was difficult to get in contact with – sometimes taking days to weeks to get someone on the phone – and often failed to solve the problem. Keeping the solution up to date also proved challenging with an on-premises solution. Equally frustrating was that the on-premises legacy solution made it nearly impossible for anyone at the firm to work remotely, as the DMS functioned extremely slowly for anyone attempting to connect from outside the office.

The firm knew something needed to change. Erin D. Reed, Managing Director of HRW, took the lead on finding a new solution.

“We knew we wanted to move to the cloud to make it easier to work remotely, improve security, and have the most up-to-date version,” she said. Although the firm considered the cloud version of their legacy system, they found that the features weren’t as robust, and they would still suffer through the same poor support. HRW decided to look at new options.



The Solution

iManage offers a reliable cloud-based alternative

In their search for a new, cloud-based DMS, HRW reviewed iManage and a competitor over the course of a few weeks. Customer references for the competitor were lukewarm, while iManage customers said that iManage had stable uptime and performance. After speaking with these references, iManage was the clear choice.

With their decision made, HRW began the migration process.

Their internal team met weekly with a third-party migration specialist that helped them figure out how to structure the database and folders. Although the easiest way to find documents in iManage Work is through the robust search capability, many users at HRW still wanted to find documents the same way they had in the past. HRW worked to create a folder structure so their users could have the best of both worlds—a familiar setup with improved search.

The Benefits

Secure, reliable document management from anywhere

Although there were a few bumps in the road after iManage Work was deployed at HRW, the firm found the change was well worth it. Some users resisted the new system at first, but most came around once they saw the benefits and feature updates over time.

With iManage Work in the cloud, their DMS was now updated automatically, keeping functionality up to date and consistent for all users. Remote work was also much easier—something that became even more critical in 2020.

“Once the pandemic hit, we said, ‘Thank goodness we migrated!’ If we hadn’t, we would have been totally paralyzed with our legacy system,” said Erin D. Reed, Managing Director, HRW.

Perhaps most importantly, HRW knows their documents are in safe hands. “We don’t have to worry about security at all,” said Erin D. Reed, Managing Director, HRW. With two-factor authentication and access limited to authorized users, iManage Work in the cloud offers superior security.

Looking Ahead

In August of 2018, HRW felt like they were one of the first firms to make the change to the cloud. Since then, they’ve seen more and more companies follow suit.

“We have a partner at the firm who’s very tech savvy and helped to convince the rest of the firm’s leadership that the cloud is the future. Since we moved to the cloud, those who needed convincing have come to see that he was right,” said Erin D. Reed, Managing Director, HRW.

With iManage Work in the cloud, HRW embraced change and found improved performance and flexibility that their on-premises system couldn’t offer.

“iManage Work in the cloud has been a big improvement over our legacy system,” said Erin D. Reed, Managing Director, HRW. “The DMS is much more reliable and has made our lives easier. We’re glad we made the switch.”

About iManage™

iManage is the company dedicated to Making Knowledge Work™ Its intelligent, cloud-enabled, secure knowledge work platform enables organizations to uncover and activate the knowledge that exists inside their business content and communications. Advanced Artificial Intelligence and powerful document and email management create connections across data, systems, and people while leveraging the context of organizational content to fuel deep insights, informed business decisions, and collaboration. Underpinned by best of breed security, sophisticated workflows and governance approaches, iManage has earned its place as the industry standard through continually innovating to solve the most complex professional challenges and enabling better business outcomes for over one million professionals across 65+ countries. Visit www.imanage.com to learn more.