

PRESTIGIOUS GLOBAL ELITE LAW FIRM DELIVERS SECURE ACCESS ON “ANY DEVICE, ANYWHERE, ANYTIME” WITH iMANAGE CLOUD

Modern knowledge work platform ensures compliance with ethical and regulatory demands



Industry:

- Legal

Challenges:

- Legacy, on-premises system
- Multiple storage locations
- Secure mobile access
- Infrastructure and governance

Solution:

- Adopt a modern, agile, cloud-based platform for knowledge management that gives the firm access to data mobility and a single source of truth with market-leading security and governance.

Sherman & Sterling is a multinational law firm with a long and distinguished 150-year history of supporting their clients wherever they do business, from major financial centers to emerging and growth markets. They represent many of the world’s leading corporations and major financial institutions, as well as emerging growth companies, governments, and state-owned enterprises, often working on ground-breaking, precedent-setting matters. With a deep understanding of their clients’ businesses and the industries they operate in, their work is driven by their clients’ need for outstanding legal and commercial advice.

The firm wanted to replace their outdated legacy document management tool with a modern, comprehensive solution that would give their lawyers data mobility and a single source of truth. Security was a strong motivating factor in their decision to move to the cloud. iManage met Sherman & Sterling’s requirements for fast and intuitive search, secure mobile access, and advanced cloud security – resulting in greater productivity, service, and value.



We wanted a modern document management solution that not only met the legal, ethical and regulatory requirements, but also met our vision of ‘any device, anywhere, anytime’.

Meredith Williams-Range

Chief Knowledge and Client Value Officer at Shearman & Sterling LLP

Benefits:

- Advanced cloud security
- Fast and intuitive search
- Secure mobile access
- Market-leading governance
- Strong user adoption
- Greater productivity and outcomes



Modernizing our information management with iManage allows us to better comply with fast-evolving client and regulatory demands. With the ability to support a global firm of our size, coupled with its advanced cloud security, iManage assures our clients worldwide that their sensitive and privileged content is secured and governed at the highest levels.

Meredith Williams-Range
Chief Knowledge and Client Value Officer at Shearman & Sterling LLP

Challenge

A modern, agile solution for knowledge management

Shearman & Sterling faced several challenges with knowledge management, beginning with more than a billion documents stored in multiple locations. Approximately four percent were housed in a legacy, on-premises system, while the rest were stored in disparate repositories throughout the firm.

They knew they wanted to replace their outdated legacy document management tool with a modern, comprehensive solution that would consolidate files stored across a variety of libraries and systems into a single, centralized repository, without having significant infrastructure to manage.

Security was critical, and a strong motivating factor when Shearman & Sterling chose to move to the cloud. Their lawyers needed a modern, agile solution that would provide broader access to information with market-leading security and governance – secure access on any device, at any time.

Solution

Fast, intuitive, and secure: the journey to data mobility and a single source of truth

First and foremost, the firm wanted to give their lawyers data mobility and a single source of truth – the right information in its most recent iteration, accessed quickly and easily.

And, as a firm who does a lot of M&A work, very tight data classification was essential. This demanded a security model that would enable them to manage security at a client matter level, across practice groups, to apply different security policies, and to ensure that the right people get eyes on the right document.

Having a single system for information management as a whole – including iManage Security Policy Manager and iManage Threat Manager – was therefore a key factor in the firm's selection of iManage.

Virtualized deployment amid a global pandemic

Shearman & Sterling went live with iManage Cloud in August 2020, after the world had shut down the previous March due to COVID-19 concerns. Aware that thoughtful, planned, end-user adoption is crucial to success, the firm wanted to ensure that everyone attended training, learned how the system worked, and used iManage during implementation.

A full iManage Cloud rollout with 2200 users and 23 global offices, all working remotely amid a worldwide pandemic, meant a virtualized deployment – but the firm launched with a Star Wars game theme, producing healthy lawyerly competition instead of complaints. They gave swag to high performers. Different practice groups competed against one another as well as individuals, and it got people engaged.

Products:

- iManage Work 10 in the Cloud
- iManage Security Policy Manager
- iManage Threat Manager



We look at iManage Work 10 as one part of our entire iManage journey, and the overall ecosystem that you have for information management was quite appealing to us. Before we chose iManage, we looked at another solution, but we liked the overarching vision of where iManage was looking to go with the product. We thought iManage was better aligned with a global firm of our size.

Lawrence Baxter
CTO, Shearman & Sterling LLP

Benefit

Secure, accessible knowledge adds to client service and value

The firm knew that transforming 150 years of information into accessible knowledge that their lawyers could view at any time, on any device would improve the already high level of client service and value they provide.

With iManage, Sherman & Sterling was able to realize their vision of a system with fast and intuitive search, secure mobile access, and advanced cloud security, resulting in greater productivity and outcomes. This enables them to better comply with fast-evolving client and regulatory demands.

As a progressive leader in their field, Shearman & Sterling also appreciates the vision that iManage has for the future development of its platform. Having iManage Work 10 at the center of an overall knowledge and information ecosystem in the cloud is compatible with the firm's own goals.

Embracing the cloud, the future, and iManage

iManage was launched with a clear folder structure that mimicked the way the users worked, regardless of the matter. This helped users hit the ground running, from day one. Shearman estimates that about 85% of the firm is loving using iManage Cloud.

"At Shearman & Sterling, client service is paramount. With iManage Work 10, we have an accurate single source of information for our professionals to quickly find and access whatever documents and data they need, saving valuable time. We see this as key to enabling our professionals to confidently service our clients, at any time, from anywhere, on any device," said Lawrence Baxter, CTO, Shearman & Sterling LLP.

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.