

# iMANAGE CLOUD: READYING YOU FOR THE FUTURE

You want to **empower your users** with the latest functionality and you need to **quickly achieve successful adoption**. With the assistance of our seasoned iManage experts and highly skilled partners, you can relax – you’ve got this.



**49%** of survey respondents said their DMS or ECM systems were in the cloud or being migrated to the cloud within the next 12 months – a **13% increase** over 2020. ILTA 2021

## STAGE 1... INITIATE

Once you decide the cloud is the right approach, iManage experts help you deliver a successful implementation defining project scope, roles and responsibilities, business outcomes and success metrics.

The project team typically includes the following:



### iManage Customer Success Team Member

Customer's main point of contact and responsible to ensure the best onboarding experience



### Implementation Project Manager

Responsible for overall cloud migration project



### Technical Lead

Responsible for technical cloud readiness, including data migration, 3rd party integration, security settings, and workspace design



### Customer Project Champion

Takes ownership for ensuring project success and adoption

## STAGE 2... DESIGN



Analyze requirements

Define success criteria

Create a workspace design

Prepare 3rd party integration

Complete cloud readiness checklist

Conduct user acceptance testing

Plan end-user training

## STAGE 3... OPTIMIZE

This critical stage ensures all teams and systems are “go” to achieve a successful launch and optimal performance. You work together with our team of experts to ensure any baseline migration, testing and optimization is ready.



**Our most successful customers ensure strong adoption by making end-user training and communication plans a core part of their launch strategy.**

Launch tips:

- ✓ Validate connectivity and basic functionality
- ✓ Review and complete launch checklist
- ✓ Check planned maintenance before scheduling launch
- ✓ Identify the post-launch support team
- ✓ Ensure user acceptance testing is signed off
- ✓ Conduct launch alignment call with all project stakeholders
- ✓ Prepare proper communications and post-launch end-user support plan

## STAGE 4... LAUNCH

**All solutions go!**

Your dedicated support teams are primed and ready to eliminate any friction through each step of your launch. From the final migration of data, to shaping your adoption strategies, through achieving your outcomes, our team of experts are there to assist you.



## STAGE 5... ADOPT AND EVOLVE



**You're on your way to expanding your knowledge and realizing higher value business outcomes when you migrate to the iManage Cloud.** With automated desktop updates and cloud maintenance, your resources can focus on other business directives with confidence, knowing that iManage vigilance and support is there 24/7.



### Individual users

Access to the power users and iManage training materials



### Partner

Triage and first line of support for questions or issues



### Cloud support

24/7 break/fix assistance with regional support centers



### Cloud operations

24/7 system monitoring to ensure the highest level of security and protection



iManage also conducts patching and routine maintenance, so you can sleep at night knowing iManage has got your back.

Best practices for adoption and success:



### Identify an executive sponsor

Choose a leader who proactively sets an example for others to follow



### Inform and assist

Provide timely, consistent communications, training, and access to support channels



### Revisit expectations

Review and adjust training, policies, and procedures to foster end-user efficiency



### Appoint ambassadors

Seek out iManage Cloud advocates who evangelize the ease of use and security

**Achieving your desired outcomes is vital to a successful implementation**

**Ready to get started? Contact iManage today.**

**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 and sophisticated workflows and governance approaches, iManage has earned its place as the industry standard by continually innovating to solve complex professional challenges and enabling better business outcomes for over one million professionals across 65+ countries.