



LESSONS LEARNED MOVING TO THE iMANAGE CLOUD

How the iManage Cloud Helps
Mid-Size Law Firms Work Smarter

LEADING MID-SIZE LAW FIRMS SHARE THEIR EXPERIENCES, BEST PRACTICES, AND LESSONS LEARNED FROM MOVING TO THE iMANAGE CLOUD.



LESSONS LEARNED:

- 1 [Making the Business Case](#)
- 2 [Evaluating Cloud Providers](#)
- 3 [Employing Best Practices](#)
- 4 [Focusing on End Users](#)
- 5 [The iManage Platform Advantage](#)

THIS eBOOK PROVIDES A GUIDE TO HOW iMANAGE CUSTOMERS HAVE BUILT THE BUSINESS CASE FOR MOVING TO THE CLOUD, THE STEPS IN THEIR JOURNEY, AND THE BENEFITS THEY REALIZED.



OVERVIEW:

Recent years have seen a rapid increase in law firms moving to the cloud, drawn by improved performance and compelling business benefits. The ILTA Technology survey found that **72% of firms believed their use of cloud technology would increase**, with document management and email as the top priority. This trend has only accelerated due to the Covid-19 pandemic and the need to support remote work.

1 MAKING THE BUSINESS CASE

The driving force behind the growing cloud momentum in the legal industry is the compelling business case for making the move. iManage customers tell us they started their cloud journey by first assessing the potential costs, risks, and benefits of migrating to the cloud. Their analysis typically identifies several immediate benefits:

EFFICIENCY:

Removing the administrative burden of managing on-premise systems

AGILITY:

The ability to access new features, functionality, and security protections quickly

FUNCTIONALITY:

Delivering equivalent capabilities and user experience as on-premise systems

PRIORITIZATION:

Refocusing IT personnel on more strategic high-value efforts

COST:

Lower total cost of ownership and improved cost predictability

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For us, iManage Cloud removes the burden of upgrading, managing servers, and rolling out updates. We are able to benefit from rapid innovation and train our teams with greater efficiency.

Samuel Shipley

Chief Operating Officer, Bricker & Eckler LLP

For iManage's mid-size law firm clients who strive to be as efficient as possible with their IT resources, the Cloud offers the fastest and simplest way to deliver document management while reducing cost and complexity.



Our financial services clients have very strict security and auditing requirements, and it was imperative we select a state-of-the-art platform that can secure and manage all of our electronic and physical files. Throughout our evaluation process, iManage repeatedly demonstrated that its architecture and platform capabilities provide the highest level of protection our clients are requesting.

Clint Kehoe

Director of Information Technology, Neal, Gerber & Eisenberg

2 EVALUATING CLOUD PROVIDERS

iManage recently surveyed a broad group of law firm CIO's, who identified the critical factors guiding their evaluation of cloud providers:

RELIABILITY:

Uptime performance is a crucial consideration for law firms. iManage delivers the highest service levels in the industry at over 99.992%, enabled by a resilient and highly available Cloud architecture

PERFORMANCE:

The iManage Cloud was built with a strong focus on the user experience. Our Cloud is designed to optimize system speed and be consistently performant at all times and across geographies

SECURITY:

Law firms must be able to protect proprietary legal information and demonstrate their commitment to data security to their clients. The iManage Cloud offers comprehensive security protections for all legal data, built on the Zero Trust security model for the highest level of security

3 EMPLOYING BEST PRACTICES

Moving to the cloud requires more than just technology, it involves discovery and design, data migration and customization, and user training and enablement.

iManage customers frequently find that these considerations are critical success factors for their Cloud migration. In recognition of this, iManage offers proven tools, partners, and processes to support the Cloud migration process.

iManage has helped more than 1,300 customers transition to our Cloud, and has developed detailed migration methodologies, incorporating best practices, assets, and workflows to ensure success.

The iManage Cloud Onboarding package utilizes persona-based content to drive user adoption and engagement throughout the entire journey.

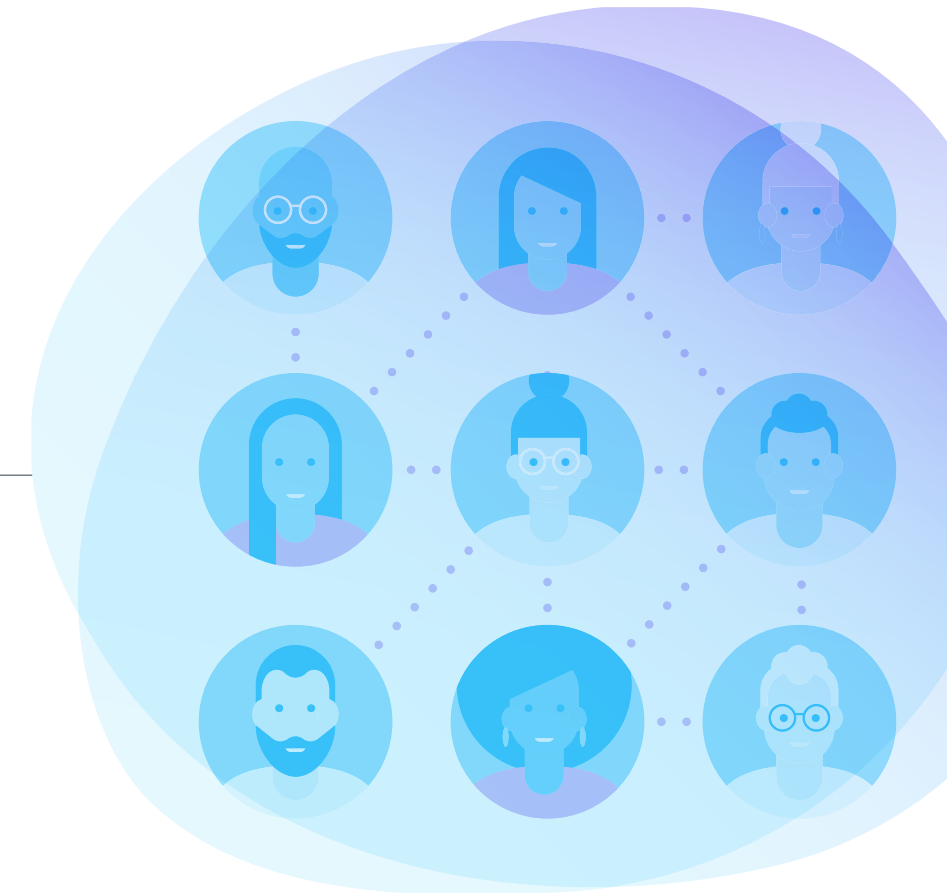
We also have a robust partner ecosystem of more than 50 experienced implementation partners to support the process.



We were able to transition a backend system from on-prem to cloud without users being aware of the change, which was critical to a smooth transition.

Todd Corham

Chief Information Officer, Saul Ewing Arnstein & Lehr





Our move to iManage Cloud has brought our firm into the 21st century. Our people don't need to wrestle with their technology in order to easily work remotely, file emails and attachments, search for a critical document, or access their work product on any device. iManage enables our professionals to seamlessly carry out their everyday tasks and responsibilities.

Betsy Horn

Director of Information Technology at Harris, Finley & Bogle

4 FOCUSING ON END USERS

Successful cloud migration initiatives depend in large part on delivering a better experience for attorneys and other end users. The iManage Cloud is designed and built to prioritize system performance as a critically important feature for end users. Performance is measured and optimized at every stage, with the goal of a better user experience and driving adoption across the firm.

5 THE iMANAGE PLATFORM ADVANTAGE

Once iManage customers make the move to the Cloud, they are able to easily add integrated functionality and solutions to more effectively manage the entire document management lifecycle. Our cloud platform enables law firms to quickly and efficiently scale to add our industry-leading Security, Risk, and Governance products, as well as transformational iManage Artificial Intelligence capabilities. In each case, the platform offers a consistent user experience and shared security and administration, which improves adoption and agility while lowering your cost of ownership.



iManage was the total package. It just made more sense to get integrated functionality in one place rather than having to deal with multiple third-party vendors.

Steven McCue
Chief Information Officer,
Keker, Van Nest & Peters LLP



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With iManage in the Cloud, we're able to get attorneys' access really anywhere, anytime. So, it has enabled a much more frictionless experience.

Mark Combs

Chief Information Officer,
Step toe & Johnson PLC



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