



iManage

Making knowledge work

SECURE YOUR ADVANTAGE

with Document Management in the Cloud

Modern document management levels the playing field, enabling law firms of every size to unlock knowledge and deliver better service for their clients while responding to changing information security threats.



Executive Summary

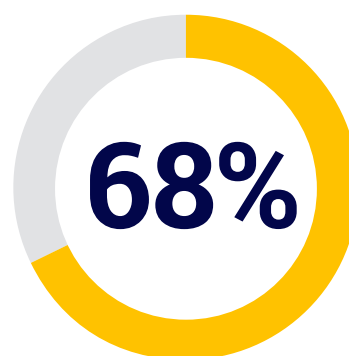
Managing knowledge well gives law firms, large or small, an edge. It enables them to differentiate, to be more productive, and to broaden the services they provide and ultimately grow the business. New technology can help firms find that edge, but innovation comes with risk, and today's clients are much more aware and sensitive about data security. Traditionally, large law firms have had the advantage due to their big IT teams and budgets, but today, a secure, cloud-based, modern document management system (DMS) levels the playing field for any forward-looking law firm.

Knowledge is at the center of law

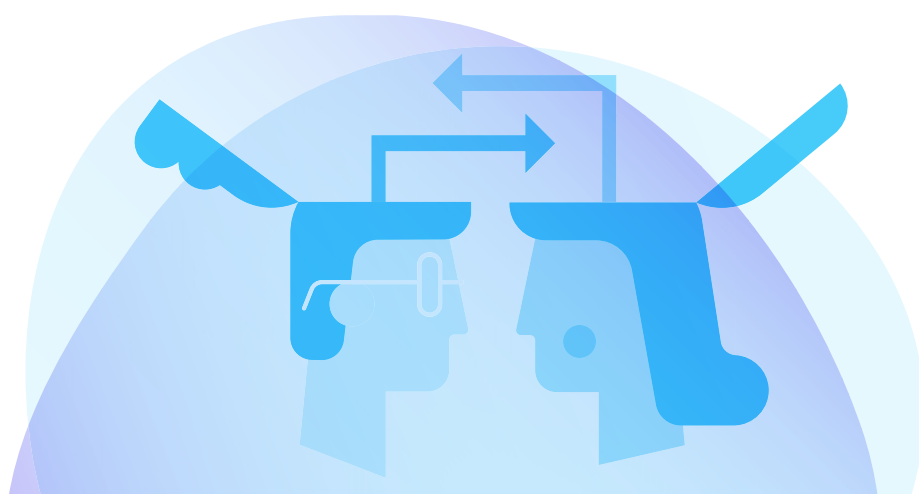
At the center of every legal matter, there are two constants: the lawyer and the documents they create, review, or manage. In every law firm, lawyers spend most of their day working in email and documents to capture and convey knowledge.

To gain a deeper understanding of knowledge work in law firms, We partnered with Metia group to conduct in-depth research¹ with close to 1100 global respondents from across the legal industry and discovered that:

Law firms run on knowledge – it is the core value they deliver and the lifeblood of their firm. It defines the firm’s capabilities, its differentiation, and the value it can offer its clients. They win clients, deliver business outcomes, and grow as a business based on their lawyers’ skills and expertise.



of survey respondents said the information in digital documents and files is the most important thing to their business.



¹ Making Knowledge Work - A report for the knowledge work community on how to drive productivity, commerciality, and smarter working practices MetiaGroup/iManage – <https://imanage.com/form-pages/download-making-knowledge-work-report/>

Knowledge needs to become an institutional resource

Trapping knowledge on hard drives, siloed systems, and emails means lawyers are spending valuable time searching for the right precedent, the proper clause, or finding the right expert. Our research discovered that 28% of those surveyed said that “most or all of their documents are scattered and siloed across multiple systems”.

This situation has become more complex with the shift to remote work caused by the pandemic. For colleagues collaborating on client deliverables while working remotely and engaging with clients, law firms become dependent on tools like Microsoft Teams that sit outside their established document management processes and systems. All of which has an impact on the productivity of law firms.

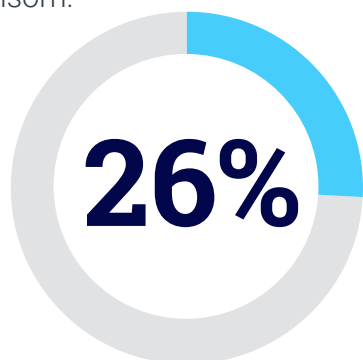
The Total Economic Impact of iManage Work², a commissioned study conducted by Forrester Consulting which analyzes the Total Economic Impact™ (TEI) and benefits realized by corporate legal departments deploying iManage Work for email and document management stated that:

“The combination of information fragmentation and inefficient search and upload significantly impaired legal teams’ productivity ... Internal and external collaboration was difficult, and institutional knowledge could get lost when legal team members left their roles.”

² The Total Economic Impact of iManage Work, Forrester Research <https://go.imatech.com/forrester-tei-report-cor.html>

Knowledge and reputations need to be protected

In February 2021 the American Bar Association Journal reported that Jones Day had been hit by a data breach³, with hackers posting documents they claimed came from the firm and demanding a ransom.



In 2019 the same publication conducted a survey⁴ during which 26% of respondents reported that their firms had experienced some sort of security breach.

The Solicitors Regulation Authority (SRA) in the UK published a report in September 2020 that found that three-quarters of the firms⁵ participating in their research had been the target of a cyberattack. Calculating the impact of these breaches, the SRA found that this “often resulted in indirect financial costs. For example, one firm lost around £150,000 worth of billable hours following an attack which crippled their system”.

Threats can take multiple forms, aside from just digital and many law firms are still storing their backups at their location, leaving them vulnerable to disasters such as fire or natural disasters. The ILTA annual Technology Survey⁶, of 470 firms found that 68% of law firms store backups on their premises and not in the cloud.

Security is a hot client topic

The reporting of these data breaches and threats in the trade press and broader media has created an environment of sensitivity around how firms manage information and data. Clients are looking for transparency about how matters are handled, asking for ‘ethical walls’ and ‘need to know’ security to protect critical information and limit access to the appropriate personnel.

³ <https://www.abajournal.com/news/article/jones-day-is-hit-by-vendor-data-breach-hackers-post-files-they-claim-were-stolen-from-the-law-firm>

⁴ https://www.americanbar.org/groups/law_practice/publications/techreport/abatechreport2019/cybersecurity2019/

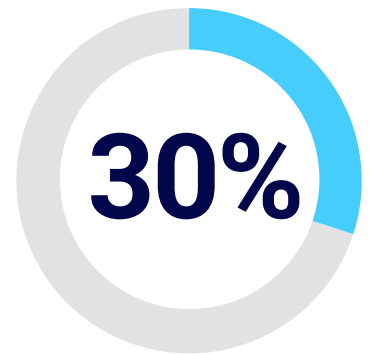
⁵ <https://www.sra.org.uk/sra/how-we-work/reports/cyber-security/>

⁶ <https://www.iltanet.org/resources/publications/surveys/2020ts?ssopc=1>

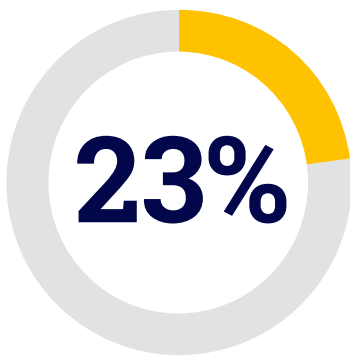
Unlock **knowledge** and **manage risk**

Moving from an individual's information to institutional knowledge

Traditionally law firms have been cautious about adopting new technology to address this challenge – they maintain digital repositories that have much more in common with the physical filing cabinets they replaced decades ago than with the technological capabilities available today. The advantage of modern document management solutions is in the ability to transform knowledge that's stored in multiple systems into institutional knowledge that's available across the firm.



The Metia Research found that 30% of respondents stated that their company is under-investing or not investing at all in knowledge work technology.



Only 23% of respondents considered that their organization is “ahead of the curve regarding digital capabilities supporting knowledge work”.



Yet, new technology advancements like powerful information search, easy and secure collaboration, artificial intelligence, and machine learning can transform a traditional static archive, unlocking the knowledge held within its folders and create value for the firm, as lawyers can find knowledge, not just search for it.

Using modern document management, firms can manage email, documents, and communications together in context to matters, with little friction for the user who can work in familiar tools like Microsoft Office and empower remote work with mobile solutions and local document synchronization.

With a modern DMS, all of this happens within a Zero Trust secure cloud environment. Zero Trust is a leading-edge security architecture that offers the highest level of protection for sensitive information assets.

Forward-looking law firms are now looking to leverage this modern document management and move beyond managing documents and emails to make knowledge work.

The Cloud levels the playing field

Large law firms with big IT teams, infrastructure, and dedicated resources have been the first to take this approach. They are using it to their advantage, capturing this knowledge, sharing and activating it across the business, turning individual knowledge into a competitive advantage for their firm. While still maintaining security standards and processes that protect client trust.

As with any technology advancement, these solutions are now available to a broader market, especially when they are available in the cloud. Moving to the cloud enables mid-sized and smaller firms with smaller IT investments and teams to deploy turn-key solutions that can almost instantly level up their knowledge technology.

These SaaS platforms are leveling the playing field of opportunity for all firms, whether they have fifty lawyers or five thousand. Within a secure, compliant environment they can reap the productivity benefits of modern document management, making their organizations more innovative, differentiating themselves by quickly offering new services, broadening their practice, providing clients value, and ultimately growing their business.

How can **iManage** help?

iManage is the knowledge work platform that helps organizations to uncover and activate the knowledge that exists in their business content and communications. Using iManage Cloud organizations work collaboratively, smarter and more productively with a secure platform that our clients trust.





Work productively

iManage enables attorneys to manage documents and emails more efficiently, providing a single resource where documents and emails are saved and organized by client and matter, so high-value information is managed and secure. Attorneys access information via a simple modern user interface that mirrors consumer applications like Amazon and Google. iManage is engineered from the ground up to deliver a more intuitive user experience that requires minimal training and drives user adoption.



Work smarter

iManage includes smart features that anticipate user needs and enable them to work intuitively and productively. For example, iManage Work displays document history in visual dashboards and Facebook-like timelines, so users can identify changes at a glance. It analyzes and predicts user actions, with smart document previews, suggested filing locations, and flexible work folders.



Collaborate securely

Secure collaboration with clients and across the firm is essential for law firms and attorneys. iManage enables secure, governed content sharing and collaborative workspaces, all with a single click and without interrupting workflow.

“We are a work from anywhere organization and have been long before the COVID pandemic. When you have assets in the cloud, it's essential to know who's accessing the system and what they're doing. iManage Threat Manager gives me the assurance that only authorized activities are occurring in my environment, and it saves me the headache of poring over log files.”

David Schrag, Senior Director of Information Technology,
Faber Daeufer & Itrato PC



Find anything

The core value of modern document and email management is in giving attorneys the power to quickly and efficiently find content, so they can apply existing precedent, and make better use of institutional knowledge. iManage delivers sophisticated personalized search that cuts through the clutter and delivers more accurate results by remembering what the user searches for and how they work.

“We’ve been using iManage for eight years. The partners and the staff find it invaluable. They can find documents, trace documents, and retrieve everything very easily.”

Ben Cohen,

Applications Customization
and Support Manager,
Richards Layton & Finger



Work Safer

Law firms must be able to protect proprietary legal information and demonstrate their commitment to data security to their clients. Mid-market firms with smaller IT teams can find it particularly challenging to respond to the changing security landscape. iManage enables firms of every size to offer comprehensive security protections for all client data, as well as advanced perimeter security and encryption, need-to-know security and ethical walls, and active threat detection. iManage delivers comprehensive, pervasive and unobtrusive security and governance across the entire information lifecycle.

“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



Deploy in the iManage Cloud

For mid-size law firms with limited IT resources, the iManage Cloud offers the fastest and simplest way to implement document management while minimizing cost and complexity. The iManage Cloud offers unique and differentiated reliability, performance, and security, while minimizing the burden on your IT department:

- Industry-leading 99.992% uptime and availability, monitored in our real-time customer Trust Center
- Optimized user performance to deliver the fastest upload and download speeds available
- Comprehensive security protections, enabled by our Zero Trust architecture, and vetted by the most demanding and security-conscious organizations.

“For us, iManageCloud 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



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