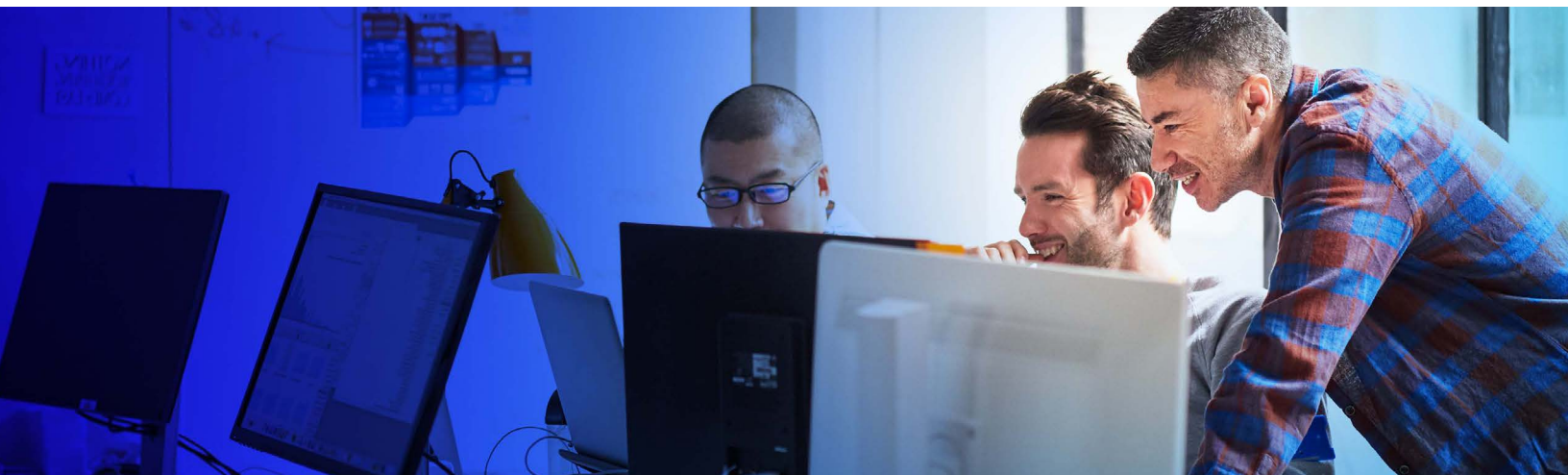


# Strong peer accolades lead Harris Advokatfirma to iManage Cloud platform

Norwegian law firm migrates terabytes of data to knowledge work platform, improving efficiency and safeguarding revenue



**Industry:**

- Legal

**Headquarters:**

- Bergen, Norway

**iManage footprint:**

- iManage Work 10 in the Cloud
- iManage Threat Manager

**Partner:**



- PSA Solutions is an IT services and consultancy firm providing tailored cloud solutions to the legal and professional services sector. It has offices in Norway and Sweden.

High volumes of small cases can make document management a challenge for midsize law firms, and finding the right system can make all the difference. When Harris Advokatfirma needed to replace its document management system (DMS), it asked Norway's leading firms for inspiration. The resounding response was iManage Work 10 in the Cloud. After a seamless migration, the team is more productive than ever, and system reliability has never been better.

[Harris Advokatfirma](#) is a full-service law firm based in Norway. Founded more than 100 years ago, it has become one of the largest players in the region. The firm takes pride in giving clients well-rounded, strategic advice to help them make the right decisions.



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**Vegard Osa**  
[IT Manager, Harris Advokatfirma](#)



#### Business outcomes:

- Removes risk of data loss and downtime
- Improves real-time collaboration
- Saves time and cost of operations
- Enhances cybersecurity and governance

## The business challenge

### Resolve DMS reliability issues

When advising clients, Harris Advokatfirma (Harris) asks two questions — is it legal, and is it wise? To steer them in the right direction, its lawyers combine a thorough understanding of the law with in-depth knowledge of the clients' business. The firm handles a high volume of small cases every year, and its lawyers rely on the DMS to keep case data in one place.

As Harris's business needs have evolved, they've striven to keep the firm's DMS aligned to those needs. They moved to the cloud first, to reduce costs and free up time spent maintaining servers, then later took stock of how well the system was supporting the firm's lawyers.

In some of the firm's early cloud experiences, reports that saved work wasn't consistently available the next day underscored the importance of reliability in a DMS. Vegard Osa, IT Manager at Harris Advokatfirma, addressed this when evaluating a new solution by ensuring the stability and integrity of their documents was a top priority.

"The DMS is one of the most important platforms for a law firm," comments Osa. "It needs to be secure, affordable, and highly available, as well as user friendly." And with one person solely responsible for IT, operational efficiency, and security, he believes it is vital to have a platform that's reliable and easy to manage.

## The solution

### A highly available, peer-recommended platform

For solid availability they could rely on, Osa looked for a cloud-native DMS that could guarantee access. But collaboration on live documents was another sticking point. Harris has many clients and cases to work on, and collaboration is key to getting work completed quickly. That's why co-authoring and Teams integration are also attractive features for the firm's lawyers.

Osa reached out to leading firms across Norway to learn which DMS they used and whether they were happy with the employee experience. After speaking to four or five large firms, the standout solution was iManage.

"We looked at a few Norwegian solutions. One was based on Microsoft SharePoint, and the other was a custom build. But after seeing a demo with iManage, its usability won us over," recalls Osa.

For the implementation, Harris worked with specialist transformation partner, [PSA Solutions](#), and migrated around four terabytes of data into [iManage Work 10](#) in the [Cloud](#). The firm's 70 users became comfortable using the new platform with minimal training. Everyone finds iManage intuitive and straightforward to navigate.

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Osa worked together with PSA Solutions to integrate Microsoft Teams, which gives staff access to iManage features and automatically applies iManage security policies to documents from within the Teams app. They connected the anti-money laundering (AML) and know your customer (KYC) systems to ensure all relevant documents are automatically captured in the right client folder. PSA Solutions also helped Harris create custom templates for new document types.

Lawyers, admins, and interns save all documents and emails in iManage Work 10; it is their central repository. "iManage enforces good data governance by prompting lawyers to save emails rather than relying on memory," Osa adds. "Admin can take a backseat when you're busy working on cases, so it's really helpful to have a structured process in place."

Another area of satisfaction for staff is how quickly they can find relevant documents using iManage search. Previously, staff had to rely on wildcards to get matches, which could be a painstaking process. With iManage search, which is both more thorough and user-friendly, document findability is dramatically improved.

Following the success of [iManage Work 10](#), Harris implemented [iManage Threat Manager](#) to apply security policies at scale and to proactively notify Osa if anyone is exporting large volumes of documents. This adds an additional layer of security and means he can react quickly when there is a risk of sensitive data leaving the firm.

## The business outcomes

### Cost-effective, always available, extra secure

Having a secure and reliable cloud-native DMS that is designed to meet the needs of legal professionals has been a real advantage for Harris lawyers. They know the system is always available, they can save and find the right documents faster, and Osa doesn't need to manually patch and update the platform because iManage takes care of all that.

"The iManage Cloud is always running; our lawyers know they can rely on it to get their work done," Osa explains. "There's no need for maintenance windows like you'd have with an on-premises system, and the platform is stable, with no outages."

It's also more cost-effective than any on-premises DMS, both in terms of reducing our infrastructure expense and because there's no risk of losing billable hours due to an outage. The firm hasn't needed to invest in lengthy training courses, either – that's another cost advantage. iManage offers a subscription adoption solution, [use iManage Premium](#), but says that they've been successful using the guides and videos iManage makes available to all of its cloud platform users.





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The Harris team is excited to start using iManage desktop co-authoring, which enables real-time collaboration on documents. With co-authoring, multiple parties can work on a document concurrently without losing the audit trail, which is a real time-saver.

But Osa says he is also fond of Threat Manager for taking care of surveillance in the background, like a second set of eyes. "I can focus on other tasks, safe in the knowledge that Threat Manager will alert me to any threats coming from inside the firm or externally from cybercriminals."

"iManage makes life so much easier. I'm not fielding calls from stressed lawyers who can't work because they are afraid it won't be saved," says Osa. He reiterates that system stability is likely the most significant outcome of switching to iManage and says it's the biggest benefit to clients, as well. "With iManage, we have a stable solution that just works and that we can rely on, and that is very important."



### About iManage™

iManage is dedicated to Making Knowledge Work™. Our cloud-native platform is at the center of the knowledge economy, enabling every organization to work more productively, collaboratively, and securely. Built on more than 30 years of industry experience, iManage helps leading organizations manage documents and emails more efficiently, protect vital information assets, and leverage knowledge to drive better business outcomes. As your strategic business partner, we employ our award-winning AI-enabled technology, an extensive partner ecosystem, and a customer-centric approach to provide support and guidance you can trust to make knowledge work for you. iManage is relied on by more than one million professionals at 4,000 organizations around the world. Visit [www.imanage.com](http://www.imanage.com) to learn more.