iMANAGE, THE KNOWLEDGE WORK PLATFORM

Uncover and activate the knowledge that exists within your business output, content and communications

ascertus

Providing structure in an unstructured world

CONTENTS

INTRODUCTION

Independent research based on an examination of over 500,000 global digital conversations, and a survey of 2,000 knowledge work organisations in 44 counties and 13 languages, finds that the future of work is 'knowledge work'.

Building a knowledge work organisation of the future is going to be critical to unlocking the underlying value of business teams, the knowledge workers employed and the overall organisation.

91% of knowledge work organisations believe that knowledge will be more important than ever in securing a strong future for their company.

Source: _Metia_

WHAT IS KNOWLEDGE AND KNOWLEDGE WORK?

Knowledge is more than information that is organised, stored or managed. It is the derived value from the information that exists in the organisation, combined with the collective intelligence and expertise of subject matter experts in the firm.

This knowledge, when effectively harnessed, drives performance and helps the organisation to deliver better business outcomes – be that by supporting informed decision making, helping to refine processes or identifying solutions to implement.

Knowledge work, on the other hand, captures the knowledge and creates actionable, contextual insights to unlock the value that exists within the work outputs, content and communications. For example, output can be contracts, agreements, deeds and so forth, that the firm produces.

iMANAGE WORK, THE FIRST STEP TOWARDS HARNESSING KNOWLEDGE

Adopting the iManage Work document and email management system as your firm's central and secure repository of information is the first step towards the ability to effectively harness the knowledge that exists within your outputs, content and related communications. With iManage Work, you have the technology to make that precious knowledge work effectively for your firm by foremost ensuring that every team member is able to access information and work productively, smarter and securely.

iManage Work is a dynamic document store. Its standard functionality already provides tools to help your end users to boost productivity, work from anywhere, and seamlessly collaborate across teams so that they can work towards a common goal.

However, your investment in iManage Work is just the beginning of a bigger and better technological journey. iManage Work is in fact a knowledge work platform that can help you to deliver better business outcomes and achieve your strategic goals.

iMANAGE WORK, THE FIRST STEP TOWARDS HARNESSING KNOWLEDGE

To this end, in addition to iManage Work document and email management, iManage provides many other complimentary and tightly integrated solutions which function as the building blocks towards even higher productivity and better collaboration by enabling your lawyers to work yet more efficiently, smarter and securely.

Implementing add-on solutions offered as part of the iManage suite of products, can deliver a range of specific functionalities – from enhanced search, task and records management through to security policy management and threat detection. More importantly though, by broadening your adoption of iManage as a complete knowledge work platform can help to vastly improve your firm's return on investment in this technology.

In this eBook, we highlight the iManage tool set and explain the business value of this industry leading knowledge work platform.

iMANAGE WORK DOCUMENT AND EMAIL MANAGEMENT SYSTEM – THE CORE ENGINE

—

iManage Work is a cloud-native document and email management system (DMS). The solution is the core engine that seamlessly connects emails, documents and other key data sources in the firm, and serves as the single source of truth for information residing in the organisation.

iManage Work integrates with a variety of commonly used tools such as Office 365, Teams, Gmail and Google workspace. It is architected based on a mobile-first design, allowing users to work securely from anywhere and on any device, at any time.

All this means that your firm's users can work smarter and improve their productivity. iManage Work enables users to manage documents and emails securely and efficiently. They are able to collaborate, share and search for information efficiently without any technology barriers. The value of iManage Work is clearly immense.

378%
ROI

Forrester Consulting's Total Economic Impact (TEI) study reveals investment in iManage delivers an ROI of 378 percent and US$4.37 million in end user benefits to corporate legal departments, over a three-year period.

iMANAGE WORK DOCUMENT AND EMAIL MANAGEMENT SYSTEM – THE CORE ENGINE
—

THE BUSINESS VALUE OF IMANAGE ADD-ONS

However, there's a lot more to iManage. Adopting iManage as a platform, complete with its full suite of products, can help your organisation to work intelligently, unlock expertise, ensure compliance and governance, minimise risk and intuitively manage knowledge, enterprise-wide as part of day-to-day operation.

WHERE'S THE AI?

Importantly, the iManage platform offers the safest way to adopt and embed artificial intelligence (AI) technology in your firm. iManage AI is natively built into the platform, which means that your oganisation can truly take advantage of this technology today and automatically move up the AI adoption maturity curve, as iManage evolves its development in the future. For example, iManage AI assists with automated content classification. Search capability is enriched, and manual effort is reduced, the email assistant helps users by automatically filing emails based on both individual and team past behaviours when performing this task.

THE iMANAGE KNOWLEDGE WORK PRODUCT SUITE

TRACKER

A task *management application* that natively embeds with iManage Work and Office 365. Users will be able to adopt a project-led approach to managing tasks, organised at the client, user or matter level. They will have complete visibility of their work and checklist. Users will even be able to convert an email into a task, directly from within Outlook.

DRIVE

This application looks and feels like a Windows Explorer shared network drive. Lawyers will be able to easily access, edit and save documents directly to iManage Work. A major benefit of Drive is that users are able to take documents offline, do their work and then sync automatically to iManage Work. Equally beneficial to users will be the capability to undertake bulk administration of files. They will be able to easily rename files, and effortlessly upload content to third party applications such as deal rooms and websites. They will even be able to work with applications that are not integrated with iManage Work.

SECURITY POLICY MANAGER (SPM)

This tool offers the easiest way for your organisation and users to safeguard content by enforcing need-to-know security from within their workflow, without sacrificing productivity or dealing with process bottlenecks. At an organisational level, your firm will be able to apply and manage security at scale, limiting accidental exposure of sensitive content by unauthorised or poorly trained users. Simultaneously, by delegating security policy management to authorised users in the firm, the burden on the organisation's IT and risk teams will be significantly reduced.

THE iMANAGE KNOWLEDGE WORK PRODUCT SUITE

THREAT MANAGER

Using techniques such as machine learning, forensics and adaptive behaviour modelling, the firm's confidential and sensitive information can be protected from internal and external threats. For example, your IT team will be able to detect unusual usage patterns or use IP analytics to pinpoint attacks to steal credentials, in the unfortunate event should bad actors make such an attempt. Threat Manager also provides useful tools to monitor system usage trends and adoption.

RECORDS MANAGER

Governance of electronic and physical records is a business imperative. The firm's administrators will have a single interface for electronic and physical records, complete with the ability to apply flexible retention policies to content in iManage Work, file shares and other integrated applications.

European data protection supervisory authorities issued a total of EUR1.64bn in fines since 28 January 2022, representing a year-on-year increase in aggregate reported GDPR fines of 50%.

Source: DLA Piper.

Find out how you can continue your journey with iManage Work and contact us today

THE iMANAGE KNOWLEDGE WORK PRODUCT SUITE

INSIGHT+

This is a productivity, search and knowledge management enhancing tool that lawyers will derive inordinate value from. They will be able to quickly find work products such as templates, best practice documents, checklists, updates, examples of work and more without accidentally overriding authorisations, permissions, security and compliance considerations.

MOBILITY

All types of users in your firm will benefit from the iManage app, in today's hybrid working environment. They'll be able to easily move from working on the desktop to their mobile device of choice and enjoy the same user experience. The application is designed to mirror iManage Work across look and feel, workflows and the tools available.

Following a consultative approach, Ascertus will help you to prioritise and adopt any or all of these add-ons, based on your firm's business needs.

Want to activate the knowledge in your business? Contact Us

ASCERTUS, YOUR IMPLEMENTATION PARTNER

Why Ascertus? We have been implementing iManage since 2000, across the professional services sectors and corporates. We have supported the platform through its evolution, so it wouldn't be a stretch to say that we know the product inside out.

Some of our customers in the corporate and professional services sectors include DLA Piper UK, EY, Grant Thornton, Addleshaw Goodard, NautaDutilh, Bech Bruun, BBC, Lego, Arla Foods, Danske Bank, John Lewis, and Dyson, to name a few.

As an active member of The Global Efficiency Group (TGE Group), an alliance of information management technology suppliers based across the globe, we have played an instrumental role in delivering global projects that are now live in over 50 countries.

We recognise that no two organisations are ever alike, and neither is their IT infrastructure. Our specialist consultants provide design and implementation support from start to finish, with the single-minded objective of delivering customer success, which we define as including a high level of user adoption alongside measurable return on investment in the technology to the firm.

View Our Case Studies

HEAR IT FROM OUR CUSTOMERS...

"Ascertus is one of our top technology service providers and is our lead integrator for the iManage stack. The team is extremely knowledgeable about iManage, which is important, but what makes the relationship a success is their professional, problem-solving-led approach to technology deployment and support."

Sijmen Vrolijk, Head of ICT at NautaDutilh

"When you have a team that runs projects where technology, people and change management are included as three main ingredients, it can only be successful. We are now entering the next phase, where we, together with our partners iManage and Ascertus Limited, will realize benefits and continue to drive development."

Ann-Marie Ovin, CIO, Vinge

"Ascertus is clearly the top choice for iManage implementations in Denmark. Having now gone live, we can see why. Aside from the technical implementation and configuration advice they provided, the user training and post go-live support [offe]red has been excellent. It has [help]ed cement adoption of the [solu]tion in the department."

[...]s Valhøj Kleffel Nielsen, [Leg]al & Tax, Department Manager, SEGES

CONTACT US

Thank you for taking the time to read this eBook. Please get in touch if you would like to discuss your business requirements with us, be that to better leverage the standard iManage Work functionality or to explore adoption of other iManage solutions.

The ascertus Team

Contact Us

📞 +44 (0)203 126 4960   ✉ contactus@ascertus.com

📍 Ascertus Limited, 1st Floor, St Vincent House, 30 Orange Street, London, WC2H 7HH