



THE BUSINESS CASE FOR LEGAL DOCUMENT MANAGEMENT

Corporate legal departments have specific and distinct requirements for managing information that go beyond traditional enterprise content systems. The nature of legal work requires law departments to have effective solutions to structure and organize the information in legal documents and emails. Legal professionals need to be able to save, organize, search, and manage documents and emails, without impairing their productivity or exposing their organization to risk.

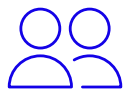
The overarching goal is to empower individual attorneys to get more done in less time, by delivering legal-specific functionality that streamlines tasks and workflow and lets them focus on higher value legal work. iManage Work is the legal document management solution used by the majority of global law firms and corporate legal departments because our solution meets the specific needs of legal professionals and is the only solution capable of doing so.

Traditional enterprise content systems like Microsoft Office 365 are ineffective at saving documents and emails together in the appropriate context. This

creates silos of information, making it difficult to get a complete picture of an issue. With information saved in multiple emails and documents, organizations find it difficult to drive efficiency, or effectively re-purpose information, and they can unknowingly accumulate security or regulatory risks.

iManage creates a single version of the truth by organizing documents and emails in the context of the appropriate project or matter. Advanced email management automates the process of saving emails to the correct location and makes it nearly seamless to the end user.

Specific capabilities differentiating iManage Work from Microsoft Office 365



Lawyers need precision

Legal work requires a level of precision that cannot be overlooked – every comma, every space in a document matters – and **Version Control** is critical. Legal professionals need the ability to track versions, monitor where changes originated, and identify the final executed version, all with full accountability and auditability. With iManage explicit versioning is core to the solution, while Microsoft Office 365 cannot deliver this essential functionality. While Microsoft Office 365 offers dynamic revisioning, which is similar to iManage’s Journaling capability, it lacks explicit versions that allows attorneys to easily send specific versions to other parties for reviews.

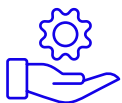
When an attorney is drafting an agreement and receives redline edits back, iManage automatically identifies which document they’ve sent over and gives the option to save as a new version. The user can then make their edits, confirm the changes, save as a new version with one click, and use “Send & File” to automatically save the document in the correct folder, so the user can keep track of each interaction and the logic of how the negotiations have evolved. iManage makes it easy and intuitive to manage drafts, control revisions, evaluate edits, and work the way legal professionals want to work.



Context is critical

Legal documents rarely stand on their own. Typically, there are additional documents and email communications around the topic that provide critical information and can enable better outcomes. iManage delivers industry-leading **Email Management** to streamline the capture of relevant email communications and retain them in context, so legal professionals have ready access to the full picture. For example, an attorney working on a complex matter with a team of experts will have dozens of emails containing important information and context. A number of specific iManage email management commands make it very simple and easy to automatically save all relevant documents and emails together in the context of the project. It also enables users to easily search the content of the emails, while ensuring that none of the knowledge in the messages is lost if there are additional questions in the future. These legal specific commands are simply not available in Microsoft-365.

Context is more than email – it's foundational records of negotiations, updates, thought processes and strategies that are vital to understanding the project. Having a single comprehensive project file provides that essential context and ensures that knowledge is retained within the organization. The inability of attorneys to conveniently store all the relevant content associated with a legal transaction in Microsoft Office 365 means they simply don't store much of their relevant content. This creates tremendous risk to organizations in downstream legal work when attorneys work on revisions to agreements with their numerous amendments and addendums.



Manage information overload

The information overload challenge is especially difficult for Corporate Legal Departments whose attorneys and support staff must often work with multiple information management systems, such as Corporate Records, Legal Hold, Matter Management, Contract Lifecycle Management. iManage's serves a critical role as the legal information hub not only for content stored within iManage but also through its integration with these many business systems.

iManage understands the sheer volume of documents and emails that legal professionals need to manage, organize, and retain. iManage Work is built from the ground up with a comprehensive focus on delivering better **Legal-Specific Tools** to enable professionals to save time and focus on higher-value work. We interviewed and studied hundreds of lawyers doing daily tasks so we could deliver smart legal specific features that drive efficiency, like personalized search, folder templates, automatically suggested filing locations, send and file emails, visual document histories, and many others.

As an example, when a lawyer begins work on a new agreement, they can simply select from a preconfigured template, and a new project structure is created in seconds. iManage's smart templates are much more than folder structures – they automate the assignment of metadata, security and retention policies to all content stored in the workspace. They do so in a standardized way that attorneys in different parts of the world, from different lines of business and practice teams can readily understand and navigate. These template-generated workspaces can be created on the fly by attorneys, or they can be generated in an automated manner from the Matter Management system based in a specific region, business or legal practice area.



Leverage internal knowledge to deliver better outcomes

The core driver of value from iManage is built on our ability to help individual lawyers leverage **Institutional Knowledge** to deliver their best work product. Complex global organizations often struggle to capture and share work product, precedent, and best practices to drive efficiencies and outcomes. iManage makes it easy to apply metadata tags to documents for retention, search and security purposes. With these tags iManage captures the rich metadata associated with a document or email that describes the important characteristics of the content and make it searchable and usable across the organization.

For a real-world example, an employment agreement in the State of California with a non-compete clause would have multiple tags – employment contract, jurisdiction of the State of California, contains

noncompete clause, author and date, and more. Utilizing these tags, legal professionals can search for similar agreements, then refine the search to a specific jurisdiction, or a certain clause, making it easier to find the right information to accelerate their process and improve the outcome. In practice, many iManage clients find that improved search reduces their dependence on outside counsel by enabling them to find and re-use information more effectively.

iManage's Artificial Intelligence and Machine Learning (AI/ML) technologies provide further opportunities for automating the tagging of documents and improving the ability of in-house attorneys to find the right document efficiently. iManage AI is designed to automatically classify the document based on its legal classification (example: ISDA, NDA, Employment agreement...) and extract key data points like parties, expiry date etc. The automated classification and extraction capability enables an attorney to find the right documents faster and answer questions that are challenging to answer currently. For example if an attorney is trying to find the latest NDA with a counter party the automated classification and extraction can make that task significantly easier and less time consuming. Please note that the integration of iManage AI with the cloud based iManage repository is in testing and will be available in production fall of 2022.

Microsoft Office 365 does not provide this functionality. Without this functionality, where should an attorney store their content? In what structure? With what security? How would others on the legal team find their work to leverage it across the organization?



Helping the corporate legal team function more efficiently

In addition to empowering individual attorneys, iManage offers capabilities to help the legal department function more effectively as a unit. Examples of this are how we can enable actions on a set of documents to support specific workflows, such as re-assigning a lawyer working on a matter, or onboarding a new attorney onto an existing matter. iManage enables a legal department to accomplish these tasks efficiently with reduced risk. These tasks require information to be handled in bulk, and in the absence of proper document tagging the process is manual and time consuming.

iManage's role in providing convenient, shared, and highly searchable direct storage, and as the information hub of the interconnected legal departments systems, enables tremendous improvements in legal productivity, efficiency, and collaboration are powerful drivers of return on investment for our clients.

iManage recently commissioned Forrester Consulting to conduct a Total Economic Impact study and examine the actual return on investment realized by six global enterprise clients who transitioned from general purpose enterprise content systems like Microsoft to iManage. Their analysis identified:

- A three-year 378% return on investment from replacing generic systems
- 240 hours in average time saved per end user in improved document search
- Composite organization benefits of \$4.37 million over three years



Want to learn more?

[The full report is available here.](#)

About iManage™

iManage is the knowledge work platform that helps organizations to uncover and activate the knowledge that exists in their business content and communications. By leveraging the context of information and data, iManage goes beyond basic productivity, empowering data-driven insight that drives successful business decisions and outcomes. Visit www.imanage.com to learn more.