

Tiger Eye case study:

# Changing the IT landscape for the UK's Real Estate Law Specialists



## Challenge

Davitt Jones Bould (DJB) is a national law firm that specialises entirely in real estate law, including commercial property, planning and more.

With approximately 50 lawyers, boasting an average PQE of over 20 years, DJB covers the full spectrum of real estate issues, acting for some of the UK's biggest landowners.

It's no surprise that the award-winning firm is recommended by all of the legal directories, including Chambers and Partners and the Legal 500.

With such a vast and esteemed client base, it is essential for an organisation such as DJB to trust that their valuable work products, including documents and emails, are managed by a solution that is reliable, robust and up-to-date.

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DJB staff were finding that the necessary upgrades and updates required for their existing iManage Document and Email Management system, were time-consuming, impacting overhead administration costs.

To add to this, DJB's existing server environment would soon need equipment upgrades to sustain their set up, with a considerable cost involved.

Therefore, DJB were looking for other solutions for managing their data that would integrate into their existing software, with less upkeep and upgrade time required to maintain the system.

With the firm offering such a range of vital services, including certificates, reports, agreements and renewals, DJB began searching for a solution that would offer their team guaranteed continuity, so that whatever happened, their clients could be assured that their data was in safe hands.

## Challenges

- An on-premise solution that required time-consuming updates and upgrades
- Demands for increased security, with enhanced business continuity

## Solution

- Migrating their on-premise system to the iManage Cloud
- Moving from an 8.5 server environment to a new Version 10 solution
- Maintaining a familiar 9.3 client version, with a staged rollout of Version 10 planned to be released in 2020

## Results

- An easily scalable and customisable iManage DMS with uninterrupted services, using iManage's continuous delivery model
- Increased security, with data stored in iManage's certified UK data centres, with in-built AI-based threat protection as standard

## Background: Davitt Jones Bould

Davitt Jones Bould (DJB) is the largest niche real estate law firm in the UK.

Specialising solely in providing expert real estate advice, their team of more than 50 lawyers undertake numerous projects of national significance for their prestigious client base, spanning both the public and private sectors.



### The iManage Document Management System

A boutique firm such as DJB requires a bespoke DMS - one that is truly customised to meet their users' needs.

With their iManage solution tailored to meet both their practices and environmental values, DJB's lawyers can continue to offer their clients market-leading support.



To discover how Tiger Eye could help you, contact:

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### Solution

Peter Allinson, Chief Executive at DJB, noted: "We have been using iManage for a while and even before we put iManage in, there had been talks about using a hosted system."

As Peter noted, [DJB] "are a small, specialist firm, and don't have the resource to have a data centre quality server."

It was clear that a Cloud-based system was the best solution for DJB, allowing them to access the quality of security they were looking for, at a fraction of the cost of running an on-premise system.

Tiger Eye, DJB's trusted iManage partners, began working on the project.

Working together with DJB, Tiger Eye produced a custom project plan that would keep end-user disruption to a minimum.

Maintaining a familiar 9.3 client desktop, Tiger Eye upgraded DJB's iManage servers from Version 8.5 to Version 10 - allowing the firm to migrate to the Cloud, without altering the user experience of the system and no user retraining required.

Tiger Eye migrated all data stored within the firm's live database to the Cloud and to iManage's highly secure data centres.

With DJB test users nominated from a wide range of departments, both parties could feel certain that the solution would carry DJB's wide-ranging legal practices, as they support corporate bodies and other law firms alike.

The firm plans to migrate a second database to the Cloud to store all archived content, to ensure all their data is stored in the same manner.

### Results

With their iManage system migrated to the Cloud, DJB benefit from enhanced business agility, reduced IT workloads and market-leading security, maintaining a single user experience across all technologies.

As Peter Allinson noted, it was "a headache keeping up to date with the various upgrades and updates of an on-premise system, whereas with the hosted system, you know you're always using the latest version, so you don't have that worry anymore."

As the iManage Cloud is supported by multiple data centers, including Europe and South America. It offers clients a continuous service delivery model with the option of local data repositories, eliminating work disruptions.

**"We would like to pass our thanks on to the whole team at Tiger Eye and iManage, who have enabled us to go through the process smoothly."**

Scott Markham  
IT Manager  
Davitt Jones Bould

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