



Pemberton Greenish

RESTORING FAITH IN THE ELECTRONIC FILE

Integrating gold-standard iManage DMS into an all-in-one solution

Challenge

Pemberton Greenish had been using the Envision all-in-one practice management system (PMS) for quite a few years. The system, which had a built-in document and email management module, was being *end-of-lifed*, and Michael Kinnear, IT head at Pemberton Greenish, knew he needed to start looking at alternative software.

Understanding the limitations of an all-in-one system, Michael believed the right approach was to integrate best-of-breed solutions. He thought long and hard about how best to limit the disruption to the firms' users of changing IT systems, and felt that tackling the DMS would be the most straightforward starting point, and crucially, have the biggest positive impact on the firms' staff, in the shortest space of time.

Challenge

- No **trust** in the electronic file
- Matters stored as both paper and digital files
- Slow and ineffective searching, frustrating staff

Solution

- Integrating **best-of-breed** DMS iManage Work into the all-in-one
- Thorough planning and user training
- 4 months from beginning to go-live

Results

- Full confidence in the electronic file restored with **future-proof** solution
- Reliable remote access enabling modern working and mobility
- Fast, reliable search across all legacy documents and emails

Solution

When making the decision to move to iManage Work, the firm looked at several market-leading solutions, but were persuaded by iManage Work's ability to seamlessly integrate with and migrate content from Envision, to deliver an integrated and future-proof solution. "We knew that any Work Product Management system we selected would need to work with whatever our next practice management system would be," said Michael. "It became clear fairly quickly that iManage was our best option."

The next step was to find a supplier that could deliver the level of service that a firm like Pemberton Greenish demanded. Initial presentations left Michael Kinnear feeling that he had found lots of IT salesmen but not the right expertise. However, colleagues in legal IT suggested he contact Tiger Eye and from the first meeting he knew he had found specialists he could work with.

Tiger Eye's Dave Wilson and Matt Cleverdon met with the Pemberton Greenish team and made sure they understood exactly what the firm were looking for. Because Dave and Matt have experience of legal IT from both supplier and client perspective, their guidance and advice proved particularly valuable to Michael and his team. Michael says, "Knowing Matt had been through the same process whilst being the head of IT for another firm was extremely comforting."

Results

The on-premise installation took four months from beginning to go-live date. More than two million legacy documents were migrated without a hitch, following thorough planning, and the firms' staff are delighted to be able to effortlessly search, access and retrieve all legacy documents, emails and case notes. The firm is able to operate more efficiently and provide a better level of service, and full trust has been restored in the electronic file.

Having industry leading software has other benefits too: "We get a lot of applicants coming to us from bigger firms, looking to work in a more bespoke practice," explained Michael. "We found that everyone we've hired in the last three years or so has used iManage at their previous place of employment. Having iManage Work keeps us on par with what those larger firms can offer their employees, technologically speaking. As a side benefit, there's also less training involved when we get a new starter since they're already familiar with the product."

Staff are able to work from home just as easily as they can in the Chelsea office, supporting modern, flexible working arrangements and enhancing staff contentment and retention. For Michael, the sign of a successful project is that he doesn't constantly have to deal with issues. In its first three months there was zero downtime. As he says, "It just works."

To find out more about data management and how it can help your business:



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Background Pemberton Greenish LLP

One of Central-London's long-established law firms, Pemberton Greenish specialise in real estate, private wealth and corporate law. Dealing with electronic documents is a key issue in all law firms and PG have been ahead of many of their peers in taking on the challenge. In charge of delivering these systems and keeping the firm working effectively is IT Head Michael Kinnear.



In my 30 years in IT, Tiger Eye rate as one of the best I have worked with...



Michael Kinnear
IT Manager

Pemberton Greenish were using an ageing all-in-one solution and were notified the software would no longer be supported from 2019. Understanding the limitations of an all-in-one system, Michael believed the right approach was to integrate best-of-breed solutions, and looked at several market-leading solutions and suppliers, before selecting iManage Work and Tiger Eye.

