

Proactive Platform Support in the iManage Cloud

When using the highly-resilient cloud platform, firms are less likely to require traditional 'break-fix' support. Instead, organisations need a more user-centric support service, which can target cloud-specific challenges such as adoption or user error.

Yet, even in the iManage Cloud, system issues can occur. These commonly include problems surrounding platform management, configurations, integrations, workflows, technical issues, storage, licence management and operator error. With a mission-critical solution like iManage, even small issues in these areas can cause significant, costly challenges for your business.

Our Proactive Platform Support service is essential, helping firms to avoid common cloud pitfalls, and ensure best practices across platform usage and administration.

This resource highlights how our service both protects our clients and helps them to make the most of the platform's wide-ranging benefits.

“We ran a comprehensive selection process to identify the best iManage Cloud Partner.

Tiger Eye's approach and track record particularly impressed us... Tiger Eye's level of engagement and delivery confidence has been very strong, as has their willingness to explore new ideas.”

*- Nick Capell,
IT Director,
Gateley*

**The Proactive
iManage Support
Service**

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Service	Why You Need This Service In The Cloud
The Evolving iManage Platform	<p>When systems are hosted on-premises, firms have ownership over the underlying infrastructure (such as servers) that underpin applications like iManage. This gives greater access to — and control of — platform data, which can be used to analyse usage and performance. However, with the iManage Cloud delivered as a SaaS product, such access is no longer available in the same way to firms using the platform.</p> <p>Because of this, it is important to choose a proactive, experienced partner for your iManage Cloud platform, to ensure the SaaS solution can be analysed, governed and maintained according to best practices.</p>
Service Desk	<p>While you can raise tickets directly with iManage, their focus will remain on P1 incidents related to platform performance specifically.</p> <p>Issues not covered by iManage directly include:</p> <ul style="list-style-type: none"> • Issues with how the system was set up, such as fields, security and workflows. • Matters related to system administration, such as adding or removing users, or changing settings. • Factors related to poor system admin or data management. • Problems with integrations, scripts or third-party add-ons. • Challenges related to user error, adoption or poor usage.
Proactive Communication	<p>Keeping up with platform changes can be difficult. Reading updates and understanding how the message specifically relates to your firm can be time-consuming and complex.</p> <p>Within our proactive approach, we review all iManage advisories, updates and release notes for our clients, assessing the impact of changes before notifying clients with precise communications which summarise:</p> <ul style="list-style-type: none"> • The relevant change. • The potential (or forecasted) impact. • The specific tasks and steps needed to address the change.* <p>*In many cases, Service Rewards can be applied so our specialists carry out these follow-up steps for you.</p>
Health Checks	<p>It is important to regularly review your DMS set up to identify potential issues or risks. We carry out regular system and environment checks to assess our clients' systems for adherence to best practice, highlighting any areas of concern and making suggestions for improvements.</p> <p>Health checks can cover a range of areas including security, compliance, data, performance and the end-user experience.</p>

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Service Rewards	<p>Our Service Rewards scheme takes the stress out of iManage updates and necessary platform management activities such as moving folders or updating users. Clients of our Proactive Platform Support service are allocated a set number of Service Reward hours per quarter, which can be redeemed to 'pay' for our support team's time, so that we can carry out these tasks for you. Using the scheme, you can ensure your platform is up-to-date and secure, without spending outside of your fixed budgets.</p>
Problem Management	<p>Even in the cloud, repeat issues can occur. For example, users may make repeat filing errors when using the system, leading to mounting problems in time. Similarly, workflows like archiving or deletion may cause repeat problems without being reviewed and improved.</p> <p>We use our platform experience to identify and address the root causes of problems. Collaborating closely with iManage's product team, we can resolve recurring or complex issues to deliver lasting results</p>
Incident Management and Review	<p>When raising tickets directly with a platform provider like iManage, your issues will be managed according to their processes and incident prioritisation. Commonly, tasks are required to drive resolutions, including the delivery of reports and testing of potential resolutions, all of which require a level of technical understanding and skills, as well as internal resources to perform actions.</p> <p>Our team support our clients in full throughout all incidents, coordinating resources and the parties involved throughout the resolution process. Our specialists clarify outstanding tasks, forecast resolutions and ultimately drive progress.</p> <p>For greater peace of mind, we also facilitate a full review of all open incidents via Incident Review meetings, so that we can track progress, ensure prioritisation and ensure a timely, complete resolution.</p> <p>For faster results, our Service Rewards can also be used to perform necessary tasks to support incident resolutions.</p>
Service Requests	<p>Platform management is still essential in the cloud. Tasks like managing certificates, importing and exporting data and adding new users all take time, energy and focus. Without a support partner, you are required to manage the ongoing maintenance of iManage internally, or pay for costly ad hoc services.</p> <p>However, with Tiger Eye's service, you can request service support directly from our specialists (who already know your system) so we can deliver timely, cost-effective results.</p>

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Major Incident Management	<p>Major incidents can still happen in the iManage Cloud. For example, though rare, there could be issues related to data centres, which could lead to significant impacts if not properly managed.</p> <p>Because of this, we assign a dedicated incident manager throughout the duration of the outage, to prioritise containment, recovery, and restoration of services, in order to minimise downtime.</p>
Service Reviews and Reporting	<p>As the iManage Cloud is delivered as a SaaS product, access to data regarding performance and usage is more restricted. Therefore, it can be more difficult to report on the service delivered to end users. Plus, without an internal team to 'own' the DMS support service, it can be difficult to identify and monitor trends in the data available such as support tickets raised or analysis from reporting tools (e.g., Threat Manager).</p> <p>We host regular Service Review meetings to share tailored data from our service, including overall volumes, SLA attainment, analysis of key issues and advisories.</p>
Client Success Programme	<p>The iManage Cloud is constantly evolving. It's essential to have the right partner by your side to guide you through these enhancements and help you to keep up with the pace of change.</p> <p>Through our Voice of the Client initiative, we actively gather feedback from you about all our services (including our Proactive Platform Support service). We then analyse and action feedback, driving continuous improvement within our business – and shaping our services around your needs.</p> <p>Through our Business Value Meetings, we initiate regular, structured discussions with our clients to delve into their business and identify areas where iManage could deliver greater value. We may suggest adopting a new cloud add-on, or making better use of an existing cloud feature to address business challenges.</p> <p>Then, through our Mutual Success Plans we define your specific desired outcomes and create actionable steps to drive progress – and unlock platform benefits.</p>
[Add On] 24/7 Support	<p>Even in the cloud, you may still need the greater peace of mind that comes with true round-the-clock support coverage. Our 24/7 add-on is available for both on premises and cloud clients to provide unrivalled defence against platform incidents and protect your knowledge workers day-and-night.</p>

“From initial engagement onwards, Tiger Eye have gone above and beyond to share expertise and deliver effective results for our firm.” - Mills & Reeve

Proactive Platform Support: Packages Overview

Service	Basic	Managed	Enhanced
Service Desk	✓	✓	✓
Service Request	✓	↑	↑
Incident Review	✓	↑	↑
Service Reviews	✓	↑	↑
Service Rewards	✗	✓	↑
Service Reports	✓	✓	✓
Major Incident Management	✓	✓	✓
Proactive Communication	✓	✓	✓
DMS Health Checks	✗	✓	↑
Client Success: Voice of the Client	✓	✓	✓
Client Success: Business Value Meetings	✗	✓	↑
Client Success: Mutual Success Plans	✗	✓	↑

* Tailored, dedicated packages available also on request.

Key

- ✓ Included
- ✗ Not Included
- ↑ Greater Frequency or Volume Included (Compared To Previous Tier)

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