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iManage

Making knowledge work

CLIFFORD CHANCE AND iMANAGE

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Clifford Chance introduces iManage to replace SharePoint document management system

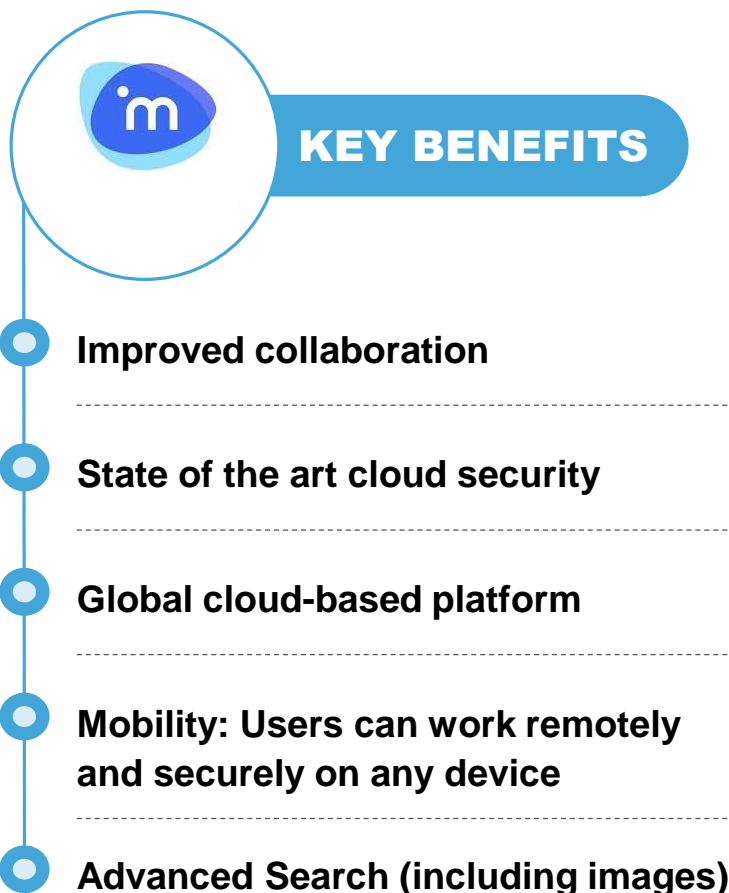
One of the key challenges facing law firms and legal departments is efficient and effective information management. Many organisations are now seeking to develop their capabilities to search, manage, and work effectively with the increasing volumes of email, messages, and documents.

To continue delivering an outstanding service to our clients, we require technology that supports their needs and enhances efficiency in our work. With effect from 7 June 2021 Clifford Chance completed its global, firm-wide migration from the recently retired SharePoint Document Management System to iManage.

It's now more challenging than ever to protect data and secure systems and meet regulatory requirements and client demands while also making systems compliant, easy to use and practical to manage.

The iManage architecture and platform capabilities have been designed to help us achieve these goals.

iManage has data loss prevention, policy controls, encryption, and workflow automation built in, and so is helping Clifford Chance to manage security, privacy, and risk without impeding access or impacting knowledge flow.



The transition to iManage, along with global, firm-wide training has also been undertaken whilst most of the firm has been working remotely. This shift to a state-of-the art cloud based platform with enhanced functionality and advanced security reflects the resilience and skills of the entire Clifford Chance team.

We are now leveraging the power of the iManage knowledge work platform for artificial intelligence-driven document and email management and collaboration to create even stronger connections across our data, systems, and people.

For more information about how Clifford Chance is using iManage, please contact Jeff.Westcott@cliffordchance.com

HOW WORK GETS DONE IN A POST PANDEMIC WORLD

Paul Greenwood, CIO at Clifford Chance talks to Neil Araujo, CEO and Co-Founder of iManage about how the pandemic has brought digital transformation into sharper view virtually overnight.

Paul Greenwood: Digital transformation was a boardroom topic long before COVID-19 hit, but now it seems even more dominant.

Neil Araujo: The pandemic upended “business as usual” accelerating digital transformation across law firms, corporate legal departments, and other professional services firms. Quick and effective adoption of new technologies, processes, and ways of working that these organizations executed have created significant new advantages – and this realisation has longer term ramifications for how law firms operate and how lawyers in general will get work done. Now, strategically focused organizations are looking to what’s next.

Paul Greenwood: Many of these challenges are not new, but they are heightened – What are the most effective ways to work together and collaborate irrespective of location? What are the best ways to share knowledge across the firm when we’re not sitting under the same roof? How can we ensure that sensitive content is properly secured and governed when our people are working remotely?

Neil Araujo: Resiliency, efficiency, and security are essential. In this era of hybrid working, collaboration and resilience take on even greater importance to ensure quality and uninterrupted service delivery.

Law firms and legal departments are clearly re-evaluating traditional approaches for getting work done, taking a much closer look at workflows, considering technologies that enable faster, more accurate access to institutional knowledge across the organization, and identifying new and improved ways to drive efficiency and resilience.

Paul Greenwood: For all of us at Clifford Chance, the ability to have secure global access to critical documents and emails at any time, from any location, on any device matters more than ever, as does the performance and resiliency of the systems that manage these files.

Neil Araujo: Of course. And while the cloud is invaluable in this situation, not all clouds are created equal, and law firms and legal departments need to carefully consider how they can ensure service levels, performance and features meet and exceed user expectations.

Paul Greenwood: Security risks also have increased with hybrid working because there are more endpoints to protect and there are new ways to access critical data. As more work is digital, the threat profile becomes more serious, and the risk of a security incident only increases.

Neil Araujo: As a result, legal organizations need an integrated, comprehensive best-practices approach to security protection that encompasses active threat detection, need-to-know security controls, and the ability to manage security policies at scale. These capabilities need to be designed to secure and govern across the entire information lifecycle. With a distributed workforce in play for the foreseeable future, innovative technologies that drive collaboration and teamwork, support new ways of working, and allow knowledge sharing to continue unabated will be invaluable. With a digital strategy that delivers these outcomes, organizations can and will emerge stronger, more resilient and agile and with better service delivery than before.



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CIO, Clifford Chance



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