BT Legal streamlines collaboration and business continuity with the iManage Knowledge Work Platform and Microsoft 365

Single pane of glass visibility and document consistency

Business continuity and resilience embedded into the legal department's operational foundations

Measurable improvements in efficiency and consistency as well as workflows and operational excellence

BT is a leading global communications services company that provides mobile and fixed broadband services to more than 30 million consumers and one million businesses and public sector customers in the United Kingdom. The company also has offices in Spain, France, the Netherlands, Belgium, Germany, Switzerland, Italy, Sweden, Central and Eastern Europe, Russia, USA, Canada, Mexico, Colombia, Brazil, Argentina, Turkey, United Arab Emirates, South Africa, Asia and Australia. It is a truly global multinational with an extensive presence.
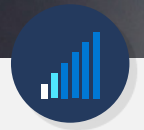
BT's Legal department lacked a consistent and cohesive system strategy to manage its legal content, resulting in content sprawl and a fractured view of its knowledge. This inhibited easy information access and resilient business continuity. The department had tried previously to adopt Microsoft SharePoint as its document management system, but it allowed too much variability, which impacted governance and security due to limited user control. As a result, the organization could not create a framework that provided a single source of truth. As regulation and compliance standards are extremely high, BT had to adhere to them throughout the business.

INDUSTRY: Telecommunications industry

VERTICAL: Telecommunications

INDUSTRY PRIORITY SCENARIO: BT's Legal department required a specialized document and email solution that met its industry requirements for managing high-value, high-volume and highly regulated content.

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Documents are data, and because our documents were so unstructured, we couldn't unlock their value. We wanted to transform this situation to ensure we could get value from our documentation and data and that we had embedded business continuity within our systems. It was imperative to see what was sitting inside the documents and emails stored within our system and to pull that information together in one solution."

says David Griffin, Head of Legal Technology at BT

Microsoft 365

Embedding consistency and accessibility

Consistency and accessibility were two of BT's key expectations. The legal department wanted a solution that wouldn't pressure people to change how they operated within their roles. Still, it had to ensure they remained secure and that the content aligned with governance and compliance requirements. The solution also had to keep all the material in a centralized repository with robust security controls.

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Probably one of the biggest challenges facing a global firm is ensuring that it is compliant across a multitude of countries and adhering to multiple regulations," says Griffin. "The documentation handled by our legal departments across all these countries and markets included anything from media rights to B2B contracts, to consumer services, to contracts for services and products sold or resold by BT to the business market. We struggled with content sprawl as we didn't have a cohesive system strategy to store our content or manage business continuity."

BT was looking for a bedrock solution for the legal department that understood the complexities and expectations of legal workflows and provided it with a solid foundation to manage correspondence and documentation effortlessly.

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If you don't get the foundation right, it's like building on sand," explains Griffin. "BT needed a foundation solution that let them entertain advanced capabilities, that could sit within the cloud cohesively, and that met their compliance standards. This is where iManage Work 10 stepped in—it was the perfect match in terms of capabilities."

Microsoft 365

A truly cohesive ecosystem

The initial implementation started with a pilot of 50 lawyers who used the technology with actual projects to work with the solution and feel its impact. They then rolled it out to another 150 lawyers and then to the entire department of 350 users. The pilot period lasted eight weeks and used real data requiring a comprehensive security evaluation.

Regarding efficiency and business continuity, Griffin is convinced that the solution has provided the precise foundation the legal team required. It allows them to manage content and correspondence easily and provides the flexibility the company needs to engage with different user personalities and approaches. Users don't even have to leave an application to ensure that it is synced—they simply drag and drop the documents into their project workspace. As a result, the adoption curve was high as users find the experience simple and intuitive. This is further enhanced by the solution extending to Microsoft Teams and co-authoring within the iManage platform.

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We can see the potential and how we can expand beyond the boundaries of the legal department," concludes Griffin. "We have been educating many of the business teams about what we do and how this can work in different practices and areas of the business. I can see that this solution has long-term value across the business."

iManage Work 10 has empowered the legal team to work more efficiently and consistently, with clear workflows and improved access to information. As a result, BT can have full confidence in their legal department's ability to manage and secure information.

im iManage

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.

About BT

We're one of the world's leading communications services companies. The solutions we sell are integral to modern life. Our purpose is as simple as it is ambitious: we connect for good. There are no limits to what people can do when they connect. And as technology changes our world, connections are becoming even more important to everyday life.

Microsoft 365