Microsoft Partner

iManage

Making knowledge work

ACHIEVING BETTER OUTCOMES TOGETHER

Reduce business risk while unlocking productivity and collaboration

Contents

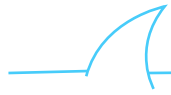# Introduction

As modern work continues to evolve, iManage has announced a strategic partnership with Microsoft. This partnership connects Microsoft's leading edge cloud computing with iManage world-class productivity, collaboration, and security capabilities — all seamlessly integrated in the applications knowledge workers use every day. Combining iManage expertise in legal and other highly regulated industries with Microsoft's investment in Azure helps customers improve productivity, enhance connectivity and collaboration, and leverage their institutional knowledge to gain competitive advantage.
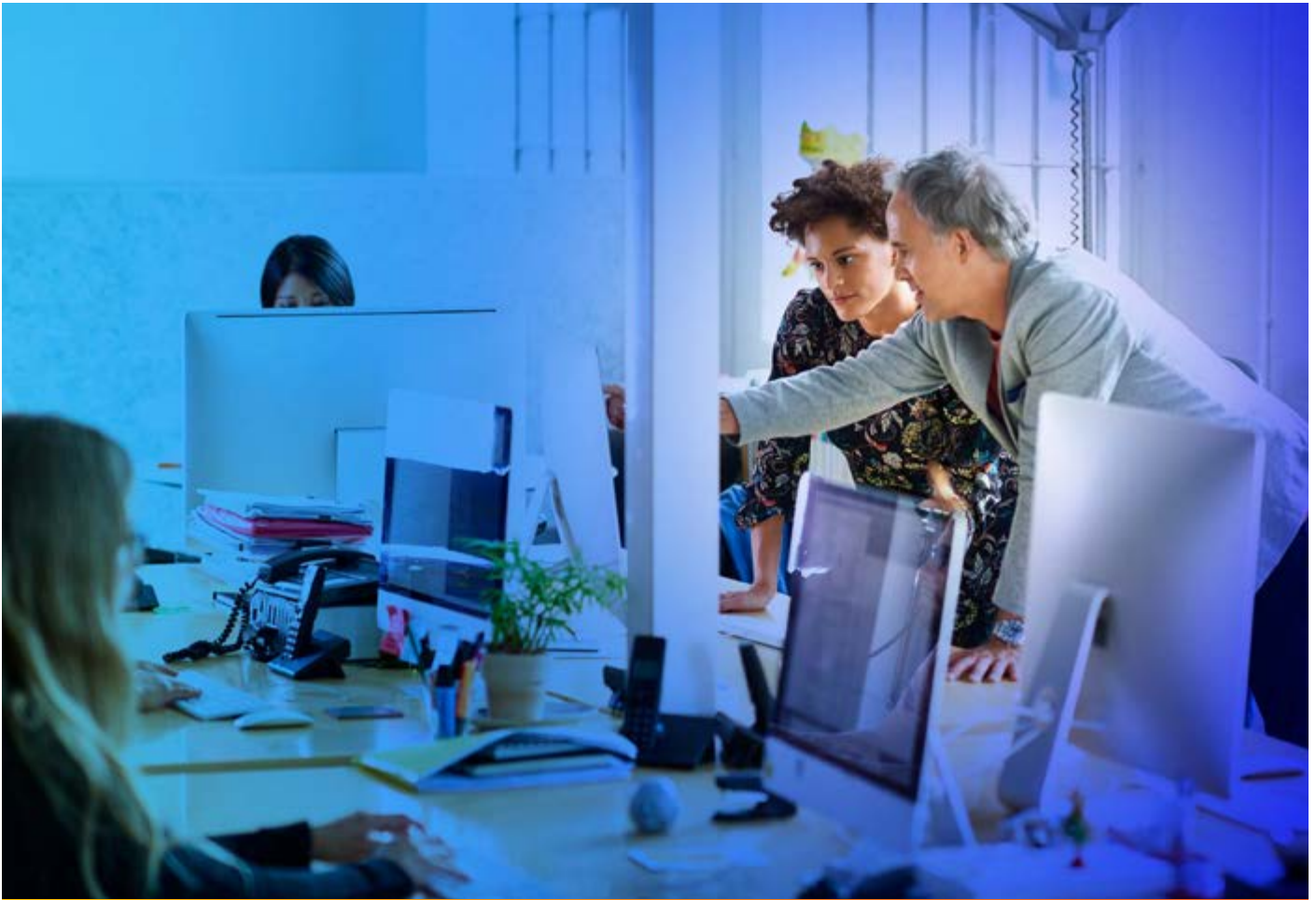
> iManage shares our commitment to modern work and we are at the beginning of an exciting new era for how technology will enable and shape the way professionals work. Together with iManage, we are harnessing the power of Microsoft Azure to deliver innovative, frictionless user experiences that enable professionals to collaborate and communicate with utmost security.

Tyler Bryson, CVP, Global Partner Solutions, US, Microsoft

"This partnership will have a direct impact on customers, enabling them to modernize the experience for the end-users and simplify governance and security as customers move their workloads to the cloud. Further it enables customers to benefit from Microsoft investment in Microsoft 365, Collaboration, and Microsoft Azure in ways that meet the specific user and governance requirements of professional services firms. More than just impacting how customers are able to take advantage of our products today, the partnership transforms how they're able to access innovative new functionality in the future and how quickly they're able to do so. The iManage platform benefits from this partnership, and so do our valued customers in knowledge work industries."

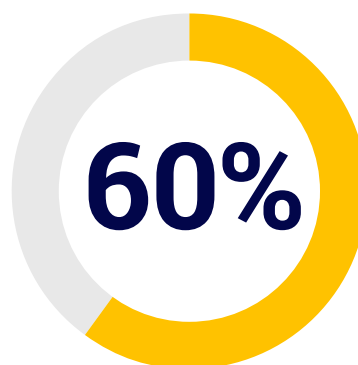**Neil Araujo, CEO and founder, iManage**

Better together for
digital transformation

Digital transformation is the use of new technologies to streamline how work gets done, often leveraging existing investments. Organizations that embark on a digital transformation initiative can change the way they conduct business to drive better business results for themselves and their customers — and investment in digital transformation continues to grow. IDC has forecast that global spending on digital transformation will reach $2.8 trillion in 2025 — more than double the spending in 2020.[1]

Successful digital transformation puts the customer front and center. It can help organizations respond to customer needs faster and deliver better quality services. These goals can be achieved wherever people are located, because the cloud-based technologies and applications allow efficient access to information and resources from any location, at any time.

iManage is a perfect fit with Microsoft. In the new partnership the digital transformation benefits of Azure and Microsoft 365 are delivered to the customer alongside those of iManage.

60%

of executives say digital transformation is their **most critical** growth driver in 2022.[2]

1 www.idc.com/getdoc.jsp?containerId=prUS48372321

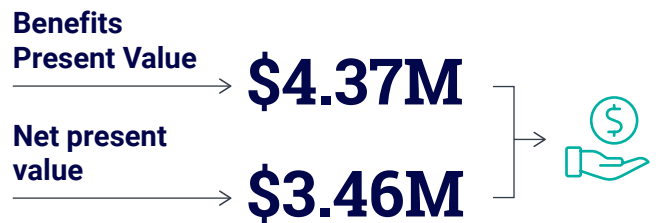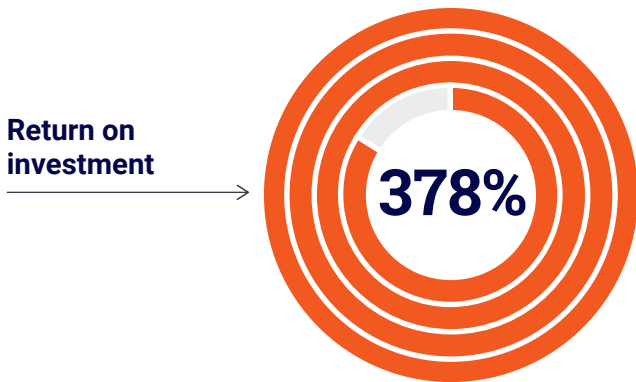2 www.pwc.com/us/en/library/pulse-survey/executive-views-2022.html

Digital transformation is more than just a concept: it delivers tangible business impact for the business. iManage engaged Forrester to work with our customers to analyze the business value of our solutions and found measurable outcomes across several areas. Read the full report here.[3]

BENEFITS BY THE NUMBERS

Return on investment

378%

Benefits Present Value → **$4.37M**

Net present value → **$3.46M**

<6 months

Investment payback

240 hours

Hours saved annually by each user

$324,534

Value of cost avoidance from retiring the legacy document management solution

$4M

End-user productivity improvement from faster search and upload

$60,379

Value of IT productivity improvement from simplified secure external document exchange

This partnership means IT departments don't need to plan a route to digital transformation on their own and step by step. Together with iManage, the rich Microsoft Azure platform and Microsoft 365 bring customers access to new functionality sooner and with less effort, because both iManage and Microsoft develop deep integrations. These benefits apply to managing global projects, surfacing organizational expertise, and coordinating knowledge work among distributed teams — all while leveraging a highly secure, resilient, and efficient network.

This partnership enables all customers — regardless of size — to scale wherever in the world they are easily.
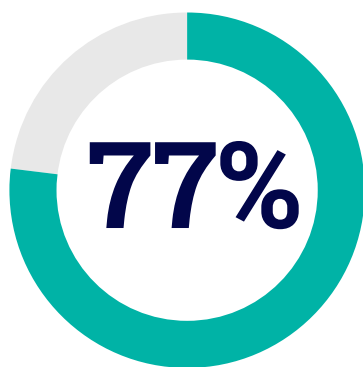

> " The three key benefits we see for moving Garrigues to the iManage Cloud is that it offers us scalability, best-in-class security and a deep integration with the Microsoft suite of products. Following our successful rollout to selected offices in Latin America, we are keen to now move the rest of the overseas offices to the iManage Cloud. "

Cesar Mejias, Chief Information Officer, Garrigues
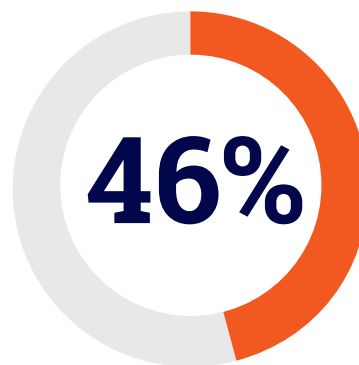
Better together for **collaborative working**

Some key trends are coming together to make a strong case for organizations seeking out the best tools for collaborative working.

Since the Covid-19 pandemic forced the closure of offices, a new way of working has found favor — hybrid working. Many employers now embrace a working week which sees people mix office and home-based working, with some entirely focused on working from home.
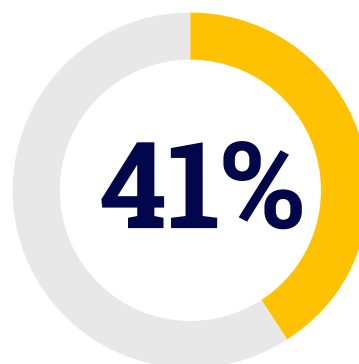
46%

say they're **likely to move** because they can now work remotely.[4] Embracing a modern workplace can help address this trend.

77%

of employees want **flexible remote working** options to stay, according to Microsoft research findings.[4]

Running alongside this we see a proliferation of people quitting their jobs in what has been called "the great resignation."

41%

of employees are considering **leaving their current employer** this year, Microsoft also found.[4]

Many factors play into this scenario, including those related to personal health and wellbeing, family, and personal circumstances, but one key reason people leave their jobs is the quality of the technology they have available. Research by Workfront found that 49 percent of digital workers (defined as those who work on a computer and collaborate with others) are likely to leave their job because they are frustrated with workplace technology.[5]

An employer that takes action to remove the pain points related to the processes of remote working, such as improving workflows, making document search and discovery easier, and providing best-in-class collaboration tools as well as hybrid meeting spaces, can reduce some of the stresses. These employers are more likely to retain their people as hybrid working settles in as the new "normal." The rest may lose their talent to better-equipped rivals.

Meanwhile, the sheer amount of information that knowledge based workers need to manage and utilize continues to grow. Microsoft research found a 66 percent increase in the number of people working on documents, with much of the communication unstructured and mostly unplanned.[6] To meet this kind of demand, storage, search, and retrieval needs to be fast, accurate and easily accomplished from any location at any time. It is no longer viable for information to be stored in silos and owned by individuals or small teams rather than the whole organization. Access to information must be democratized.

Documents and workflows are central to the work of many organizations. Microsoft and iManage are two of the key solution investments that organizations can make to drive productivity and security. The iManage and Microsoft partnership enables companies to build on best-in-class integrations to meet the user where they are, delivering new, frictionless experiences that enhance productivity and support anytime, anywhere work — while maintaining the world-leading security and governance the market demands.

> Microsoft Office 365, Teams, iManage and our SaaS litigation matter management subsidiary (Xerdict Group), are all integral workplace tools within the firm's legal stack. The role of the IT department is to make life easier for attorneys by finding the best systems and pulling them together to create a seamless user experience. We wanted to establish a strong foundation for our team from the very start.

Kenneth Jones, Chief Technologist, Tenenbaum Keale LLP

5 www.workfront.com/campaigns/state-of-work

6 www.microsoft.com/en-us/worklab/work-trend-index/hybrid-work

The partnership delivers:

- Streamlined workflows with direct access to iManage client-, project-, or matter-centric information, as well as email and other documents from within Microsoft applications such as Teams, Word, Excel, and PowerPoint.

- Project-centric view within Microsoft 365 to bring documents and emails together in whatever ways are most useful for a workflow, and as it relates to a matter, client, or project.

- Powerful and personalized search pinpoints the specific content required, saving time and improving the application of institutional knowledge.

- Seamless integration to easily share documents and files between applications and across different workgroups for team working and collaborative authoring while remaining secure.

- Familiar user experience supporting customers in the applications they use every day.

Supporting the hybrid workforce

The iManage and Microsoft partnership provides additional benefits for the hybrid workforce that needs to be productive anywhere, at any time:

- Work from home. Secure login and access to the full range of Microsoft 365 applications within iManage is guaranteed at home or in the office — wherever you are.

- Work across geographical boundaries. The office might be in Chicago and the team spread across the US, Canada, and Europe, but everyone has access to the same content in iManage Work, and the same productivity applications.

- Work when and where you need to. Night owl or morning lark, burning the midnight oil on a deadline or collaborating around the globe, sitting in court or the coffee shop — everything needed is available 24 hours a day, 365 days a year.

Co-authoring transformed

Co-authoring documents has traditionally been a time-consuming business. Sharing a document among individuals for them to edit and comment, with the document owner leading on revision rounds, can be a long and manual process. Negotiating the right wording around nuanced sections of a document can take time; having complete transparency around who made which edits is critical.

Stakeholders demand — and deserve — a faster turnaround.

The iManage and Microsoft partnership enables real-time editing and live discussion alongside the editing process. Collaborative working feels more like co-production, with document production co-owned where appropriate, and differences can be resolved smoothly through live chat as well as document editing. With full audit trailing of edited versions, it is easy to see which parties made which edits and backtrack if anything needs to be revisited.

iManage and Microsoft Azure: better together

Modern collaboration: A group of people working across several sites need to collaborate on a document. They work in Microsoft Teams.

THE TEAM CAN:	KEY BENEFITS:
• Share files in Teams by simply dragging and dropping these into the chat. • Links to files are instantly available to everyone.	• People can draw documents in easily and at speed as needed. • There is no break to the meeting flow — your team can focus on what matters. • Everyone can see the same information, so all important items can be covered.
• The entire thread, including the document and chat remain governed and secured.	• Governance requirements are met.

Better together for
data security

Combining Microsoft Azure native cloud security with iManage capabilities in policy-based security and the ability to manage, govern, and audit content and all actions around it, customers can have unrivalled confidence that their organization is secure. iManage security is comprehensive, pervasive, and unobtrusive, ensuring no user action is required to maintain protection at the highest level. Protection also extends to content in Microsoft products like Teams and SharePoint.
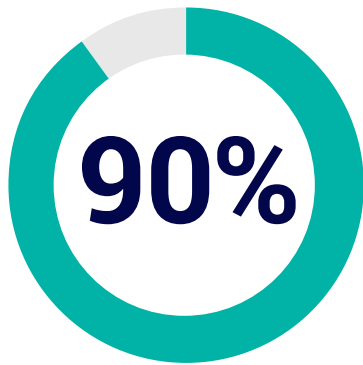
iManage invests heavily in security and delivers protection from potential cyber threats alongside meeting ethical and regulatory requirements. Bringing automation to how information gets collected, tagged and secured, in a way that is completely transparent to the user, minimizes disruption to collaboration and knowledge sharing across both iManage and Microsoft.
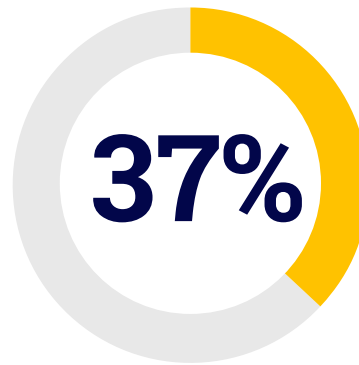
Customers can be assured of:

- **Disaster recovery.** Data is protected by powerful tools which include maintaining multiple copies to ensure high availability in case of local outages.

- **Data protection compliance.** The global footprint of Azure ensures compliance with local data protection legislation.

- **Dual-Party CMEK.** Customer-managed encryption keys are held in two independent Azure Key Vaults, providing both technical and process redundancy for key access and management.

- **Protection against cyber-attack.** Active and intelligent threat detection is included.

- **Governance controls.** Manage who can access content and how, addressing a common security gap with the proliferation of collaboration applications and the hybrid work model.

- **Comprehensive and pervasive security.** A rules-based approach to sensitive data is followed, regardless of where it is created, stored or accessed.

- **High Availability.** A resilient and highly available platform for critical business applications, with multiple layers of redundant infrastructure, delivers continuous and scalable services.

- **Performance and Reliability.** High-performance architecture delivers a fast and responsive user experience, supported by 99.9 percent uptime service level agreements.

- **Global Scale.** Azure's global network of datacenters ensure the iManage Cloud can scale to meet the needs of every business, while respecting data sovereignty and regulatory requirements.

- **Data Resiliency.** Microsoft Azure geo-zone redundant storage provides the highest available levels of resiliency for data stored in the iManage Cloud.
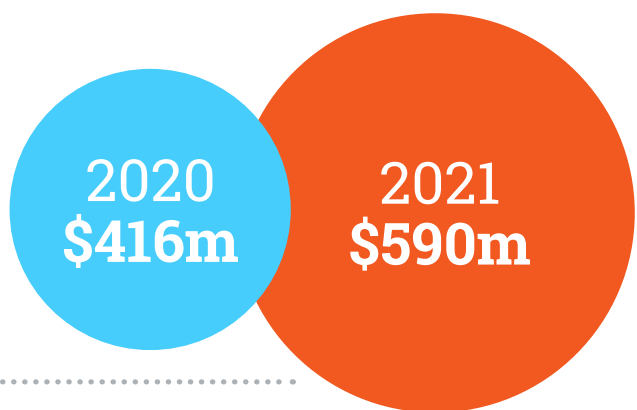
Cyberattacks — a present and growing threat

90%

of UK law firms see cyber-risk as the **biggest threat** to their future growth and ambition.[7]

37%

of respondents to the Sophos State of Ransomware 2021 survey of mid-sized organizations across the globe were **hit by ransomware** in the last year.[8]

In the first six months of 2021, FinCEN (US) identified **$590 million** in ransomware-related SARs (Suspicious Activity Reports), compared to a total of **$416 million** for all of 2020 — this is an increase of

42%[9]

2020
$416m

2021
$590m

> "With iManage, we can assure clients we take security and governance seriously.

Jason Winton Partner, Thirsk Winton

7 www.pwc.co.uk/industries/business-services/law-firms/survey.html

8 secure2.sophos.com/en-us/medialibrary/pdfs/whitepaper/sophos-state-of-ransomware-2021-wp.pdf

9 www.fincen.gov/sites/default/files/2021-10/Financial%20Trend%20Analysis_Ransomeware%20508%20FINAL.pdf

Better together
for **innovation**

iManage and Microsoft are both leaders in their fields, with specific areas of expertise and technical capability. As partners they can innovate and deliver new capabilities faster.

The industry has an appetite for change that can bring about advancements in productivity, workflow management, collaborative working and security. Innovation in these key areas makes work easier, surfacing key information and resources that can be shared in collaborative workspaces. It preserves an audit trail and ensures regulatory compliance, taking the pain out of hybrid working and putting the customer front and center.

At a time when employees are less likely to stay with organizations that are using outdated, cumbersome technologies, this partnership focuses on the needs and desires of end users — promoting the continued work-practice improvements that result from innovation.

iManage has deep expertise in the legal space, as well as other highly regulated functions that manage large volumes of sensitive data. Microsoft invests deeply in cloud technology that drives reliability, availability, and security. The two forces combined bring expertise and agile development to envision, design, and deliver the cutting-edge capabilities that the workplace of tomorrow relies on.

iManage

Making knowledge work

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