

CASE STUDY: CLOUD MIGRATION

Transforming a leading Irish law firm through migration to a cloud based future



LK Shields strategic cloud-first future required a trusted third-party partner to deliver their "Big Bang" implementation

LK Shields is one of Ireland's largest law firms. It advises on commercial and corporate matters, as well as property, financial services and litigation working out of offices in Dublin, London and Galway. As part of their recent IT infrastructure renewal, **Phoenix Business Solutions**, part of the **Morae Global Corporation**, was chosen as the preferred iManage Cloud implementation and trusted consultation partner to manage the firm's end-to-end upgrade for the latest cloud-based document management system.

The Challenge

Before their document management system (DMS) was due for replacement, **LK Shields** took the strategic decision to move their systems to an agile, cloud-based future and combine a DMS migration to the cloud with a software and hardware refresh.

They required a trusted third-party partner to ensure that this major project – and "Big Bang" implementation – would be successfully delivered to achieve a seamless transfer between systems with minimal user disruption, all within a tight time frame of just five-months' from signing a contract to go-live.

Planning the project

The first step was for **LK Shields** to choose the right cloud DMS to replace their on-premises model. This was part of the firm's new 'cloud first' approach, combined with a hardware refresh with Office 365 and Windows 10. iManage was selected after platinum partner **Phoenix Business Solutions** facilitated a thorough demonstration of iManage Cloud working with Office 365. As the plan was to move to a more agile working environment, combining Windows 10, Office 365 and a cloud DMS, iManage Work 10 Cloud was the perfect solution. It provides remote access and easy collaboration at any time from any device, with better, faster search capability and systems visibility.

"The Phoenix team's expertise, deep product knowledge and their close connections with iManage meant that all issues were resolved promptly. We were impressed by their experience, professionalism and their ability to deliver a complete iManage Cloud migration within five months of signing the contract."



*Philip O'Connor
Director of Finance and
Administration
LK Shields*

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iManage Work 10 Cloud also provides heightened resilience, business continuity and security. In collaboration with LK Shields' existing managed service provider, Phoenix designed a complete end-to-end service to ensure the project's design, migration, testing, deployment, training, onboarding and ongoing technical support would be successfully delivered on budget and on time.

As **Philip O'Connor, Director of Finance and Administration**, explains, the firm decided on a "Big Bang" approach, switching over all the systems on one weekend to minimise systems downtime and user disruption. "This enabled us to design and develop the new infrastructure in the background, and spend time thoroughly planning and testing, without adversely affecting users, who continued using the previous system right up until the switch over. Our users left the office on Friday evening and came in on Monday morning to new laptops running Windows 10, Office 365 and iManage Cloud. It was a huge change."

From planning to go live

Phoenix managed the project end-to-end, collaborating alongside a local implementation partner who covered the Office 365, Windows 10 and hardware installations to ensure iManage Cloud integrates seamlessly. "It is important to note that this comprehensive technology renewal required our implementation partners to work closely and simultaneously," observed **O'Connor**.

Phoenix led the project design and planning, working closely with **LK Shields** throughout the process. In order to ensure the best user experience, Phoenix conducted a two-day Conference Room Pilot (CRP) which involved end-users testing the software in a controlled environment. The purpose was to validate the system's design and application against the firm's business processes. It proved to be highly effective. "The design phase ran smoothly, and Phoenix worked with iManage to set up the configuration and copy the data over," said **O'Connor**.

This was expedited by Phoenix workspace management tools which were used to migrate the firm's data out of the old DMS and into iManage Cloud and to integrate **LK Shields'** time and billing systems.

The implementation was successful, and user feedback has been positive. "When users came into work on the Monday after the switchover, the system was up and running. Users were able to work on it on day one. That's a testament to Phoenix, our local IT partner and our internal IT team," said **O'Connor**.

A successful implementation

Users have been quick to adapt to the new system. "It's a big change, but it's a better product and people accepted it quickly," said **O'Connor**. "Switching from a dated DMS, to a state-of-the-art system that looks and feels modern, means that whilst our users face a learning curve, supported by Phoenix onboarding and training, they can see that the iManage system is significantly faster, reliable and its search capabilities are so much better." So far, the biggest benefit is its accessibility and interoperability. "It's virtually seamless and you can take it anywhere," added **O'Connor**.

O'Connor credits Phoenix for achieving a rapid and seamless switchover between systems. "Their expertise is without question," he said. "The Phoenix team's deep product knowledge and their close connections with iManage meant that all issues were resolved promptly. We were impressed by their professionalism, their experience and their ability to deliver a complete migration within five months of signing the contract."

From **LK Shields'** management perspective, a major tech refresh has been successful, and users have accepted it. The firm's systems are modern and robust, and the internal IT team are no longer concerned with back-ups, system resilience, software patches or upgrades, which are all handled remotely. The next step is to enable and use the additional functionality of the iManage Cloud package and leverage the Microsoft Office 365 environment.

About Phoenix Business Solutions

Phoenix Business Solutions, part of the **Morae Global Corporation**, is a leading global, information and document management specialist, providing strategic consultancy, software solutions and digital transformation for organisations across the legal and professional services markets. As the number one global iManage partner, with unparalleled technical expertise and extensive industry knowledge, we support over 300,000 users from over 400 clients across the world. Phoenix has migrated over 15,000 users globally with over one billion documents to the iManage Cloud.



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