

CASE STUDY

Blake Dawson



A nationwide, large-scale WorkSite upgrade

Blake Dawson: WorkSite upgrade across six Australian offices

Blake Dawson is one of Australia's leading law firms with 80 partners and 500 lawyers. Its 2,000 users are based across Australia and in Shanghai, Singapore, Tokyo, Port Moresby and an associated office in Jakarta. Its services are integrated across all offices and areas of law.

In 2010, Chrissy Burns, Director, IT and Knowledge, was planning to upgrade the firm's six Australian offices in Sydney, Melbourne, Adelaide, Canberra, Brisbane and Perth to Autonomy iManage WorkSite 8.5. Upgrading the Australian offices was a large-scale project involving 1,800 users – the vast majority of users across the firm. Phoenix was selected to work with the firm's 52-strong IT team to manage the WorkSite upgrade across the Australian offices.

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The challenge: Delivering a nationwide IT project

As Australia has a relatively small number of large law firms, and few local software vendors with the depth of expertise to manage a major nationwide IT project, Burns decided to broaden her search for a partner organisation.

Blake Dawson's experience of WorkSite was limited to the firm's specific set up. Phoenix combined practical, on-site expertise with the ability to draw on a large UK team with extensive experience of implementing Autonomy products in law firms. Having evaluated several providers against key criteria, Burns selected Phoenix to work with her IT team to deliver the project. Additional reference checks revealed that existing clients were impressed by Phoenix's experience and responsiveness.

Phoenix's UK strength was an important factor. "We regularly implement IT changes overnight to avoid disrupting the business," says Burns. "Because of the time difference between Australia and the UK, Phoenix provided genuine 24/7 support. We could access Phoenix's UK workforce throughout the night – which is the working day in the UK. Phoenix's on-site team worked with our internal team to provide daytime support. During the evening, when users most needed support, it was morning in the UK and Phoenix's entire team was available.

The solution: Phoenix onsite and in the UK

"We were looking for an integrator with experience of upgrading WorkSite to complement our internal team," says Burns. "Learning from the experience of other firms and highlighting the key benefits and pitfalls would facilitate our upgrade and help us make the most of the product."

Phoenix's on-site project manager worked in close partnership with Blake Dawson's internal project manager. They developed and tested the new version for Blake Dawson's environment and ran a pilot study. After some minor post-pilot adjustments, WorkSite 8.5 was deployed across the firm.

Phoenix supported Burns and her team throughout the implementation. "We were keen to leverage Phoenix's extensive experience of WorkSite upgrades," she explains. "The implementation ran smoothly, and Phoenix helped us work through some early challenges. The local technical lead brought fantastic skill, expertise and experience." Phoenix's UK team also supported the implementation. "Phoenix was proactive about introducing ideas from previous projects to facilitate the upgrade."

The upgrade to WorkSite 8.5 rolled out smoothly across the firm. At each office, the software was upgraded overnight and the following day IT teams walked the floors, making sure the system was working properly and dealing with any queries. The upgrade was supported by face-to-face and online training.

The result: Experience and expertise drive the upgrade

"WorkSite 8.5 includes email management tools which automates some aspects of filing emails into the document management system (DMS)," explains Burns. "Users can link their Outlook folders to WorkSite folders so that everything filed into a particular Outlook folder is automatically transferred into the DMS."

Geographical spread is a major consideration. "Our lawyers are collaborating across the entire region so it is critical that the DMS is comprehensive and up to date," says Burns. Recent floods that affected Blake Dawson's Brisbane office underscored the importance of ensuring that all key documents, including emails, are filed in the DMS which lawyers can access from any internet connection.

An important benefit was how well Phoenix's team integrated with Blake Dawson's internal team. "Coordination was excellent. Everyone involved in the project worked together as a single team. Phoenix was responsive and attentive. It has been altogether a positive experience to have them as an external partner to support the process. A large-scale upgrade is always a challenge and Phoenix lived up to their excellent reputation."

Why Phoenix:

- Extensive experience of Autonomy products
- Expertise in upgrading WorkSite for numerous law firms
- Proactive on-site staff to guide the project
- Seamless liaison with UK office provided 24/7 support

Why Autonomy WorkSite?

- Market-leading document and email management system
- Powerful search capabilities
- Customisable to specific business requirements

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– **Chrissy Burns, Director, IT and Knowledge, Blake Dawson**

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