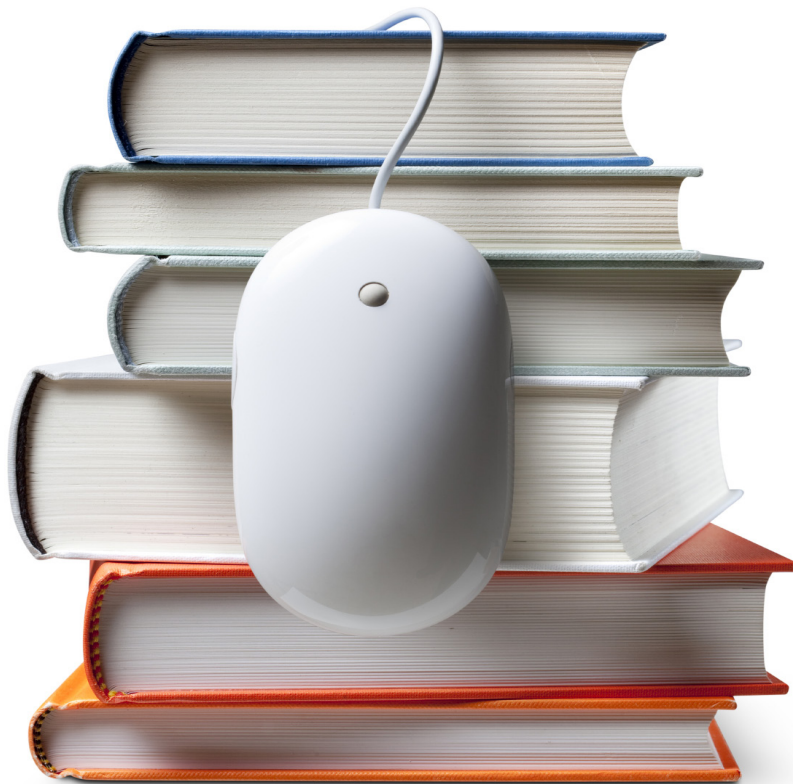


CASE STUDY

SJ Berwin



Speeding up Enterprise Search

SJ Berwin brings together Autonomy IUS and Phoenix Knowledge Assist

A combination of Autonomy IUS enterprise search and Phoenix Knowledge Assist gives lawyers at international law firm SJ Berwin quick and easy access to knowledge from a wide range of internal and external sources. Phoenix Business Solutions managed the implementation, configuring both systems to provide self-service intuitive enterprise search capability that combines internal and external information resources with the firm's own knowledge and expertise, helping lawyers deliver the best advice in the shortest possible time. According to IT director Simon Kosminsky, "Our lawyers' ability to find the information they need quickly and easily improves turnaround times and client service. This boosts client satisfaction and brings us repeat instructions."

SJ Berwin's decision to undertake this major project in a challenging business environment demonstrates its commitment to deploying cutting-edge technology to boost productivity and client service.



CASE STUDY

SJ Berwin: Combining Autonomy IUS and Knowledge Assist

The challenge: Fast enterprise search

SJ Berwin decided to upgrade its IT infrastructure by investing in a comprehensive enterprise search solution. Project Sponsor and Head of Knowledge Management Simon Witney outlines the business rationale for this major project. "Our key objective was to build a user friendly, fast and effective way to search internal and external know-how resources in order to improve productivity and enhance the quality of the legal services that we deliver to clients".

The solution: Autonomy IUS and Phoenix Knowledge Assist

SJ Berwin selected Autonomy IUS and Phoenix Knowledge Assist.

Key features include:

- self-service search capability across internal and external data sources
- indexing data from different sources
- personalised search
- search results presented on a single screen
- previewing and printing results

Phoenix Knowledge Assist adds extra functionality:

- indexing legacy knowledge and external knowledge resources
- quickly submitting new content
- prioritising firm-specific knowledge resources

Results are presented on one page with tabbed data sets, so that the original sources are clear. "By combining Autonomy IUS and Phoenix Knowledge Assist, we have Google-ised enterprise search," explains IT Project Manager John Court.

Phoenix adapted both products to SJ Berwin's requirements. According to Kosminsky, "IUS was a new product and our specifications developed as the project progressed. Phoenix' dedication and technical expertise delivered the right combination of products, tailored to our lawyers' needs."

As IUS is web-based, the switchover was straightforward. The intuitive user interface meant that only minimal training was required.

The result: Boosting productivity and client service

Knowledge Assist indexes all the firm's knowledge and information resources, enhancing the system's reliability and efficiency. As Court explains, "A single Autonomy support infrastructure means that nothing is overlooked when it comes to integrating and maintaining our systems".

Cutting-edge technology boosts productivity and job satisfaction, helping to attract and retain talent. Usage figures show that SJ Berwin's lawyers have welcomed the user-friendly new system. "People who may not appreciate the concept of web-based systems and Google-style search are using IUS and Knowledge Assist as a single source for all their knowledge and information requirements," says Kosminsky.

Most importantly, the new system has a direct impact on the bottom line, by saving time, boosting productivity, reducing costs for the firm and its clients, and improving client service.

According to Kosminsky: "Combining Autonomy IUS and Phoenix Knowledge Assist helps us offer clients better value for money by giving our lawyers faster access to the information they need to produce top-quality advice."

Why Phoenix?

- Leading provider of software solutions and IT consultancy for Professional Services Firms
- Innovative new products including Knowledge Assist
- A team of experienced and highly qualified professionals

Why Autonomy IUS?

- Market-leading enterprise search capabilities
- Integrates with Interwoven DMS and other key business applications
- Customisable to specific business requirements

"Combining Autonomy IUS and Phoenix Knowledge Assist offers clients better value for money by giving our lawyers faster access to the information they need to produce top-quality advice."

**– Simon Kosminsky,
IT Director, SJ Berwin**

