



Leading Channel Islands Law Firm Implements Interwoven Document Management and Collaboration Solution to Speed Integration After Merger

Carey Olsen adopts 'matter-centric collaboration' solution to unify staff, content and processes

LONDON, England – October 27 2004 – Interwoven, provider of Enterprise Content Management (ECM) solutions for business, today announced that Carey Olsen is the first company in the British Isles to implement Interwoven WorkSite 8 software, the market leading solution for document management, collaboration, and e-mail management.

Legal firms are constantly merging in an effort to provide a wider range of client services across more geographical locations. However, while mergers are frequent, it is a laborious and drawn-out process to integrate the documents and knowledge from each of the original firms. Equally, as e-mail continues to grow as a primary communication medium between firm and client, the need for e-mail management functionality has become crucial to law firms. Interwoven's e-mail management solution ensures that an e-mail is treated like all other client documentation, not simply an isolated knowledge source, and is shared across the company.

Carey Olsen, the result of the recent merger of the two law firms Carey Langlois and Olsens, based in Guernsey and Jersey, faced the challenge of consolidating 2 million electronic documents, relating to 100,000 live and closed cases. Working closely with Interwoven and Phoenix Business Solutions, a solutions implementation partner of Interwoven, Carey Olsen selected Interwoven WorkSite 8 as the ideal solution to meet its document and e-mail management needs. Phoenix Business Solutions scoped its rollout requirements and had the solution deployed, and the firm trained, within eleven weeks.

“The firm’s goal was to put in place a standardised business process and provide a high level of customer service from day one. To achieve this, we needed to ensure that Carey Olsen was working as a unified law firm as quickly as possible. The deployment of Interwoven WorkSite 8, with consultation from Phoenix Business Solutions, has been crucial in securing our goal,” said Stuart Bush, IT Director, Carey Olsen. “Our 330 staff can now access an easy-to-use, central and comprehensive knowledge pool. This is crucial for ensuring that lawyers can easily share client information, regardless of which island they are based on.”

In these situations, creating a matter-centric collaboration environment is crucial to law firms as it facilitates and maintains document and knowledge sharing within an organisation. Such an environment allows lawyers to easily store and identify client matter in a central repository, which can contain millions of documents.

WorkSite 8 software’s matter-centric design provides a familiar but electronic solution to the traditional paper-based work and correspondence filing used today. This gives end-users access to vital information at any time from any location; ensuring geographically dispersed teams provide a seamless service to clients. The e-mail management capabilities of WorkSite 8 provide automatic and simplified user controlled methods which streamline and automate the filing of e-mails and documents into dedicated “matter” folders. As a result, organisations can keep track of hundreds of thousands of e-mails as the WorkSite 8 solution makes them readily available in the document management system.

“Fee-earners don’t want to spend weeks, or even months, searching through thousands of documents to find the information which they need. They are wasting valuable time, which could be better spent serving clients,” said Geoff Hornsby, Director of UK Legal Group at Interwoven. “Matter-centric collaboration allows a lawyer at Carey Olsen to easily retrieve any document, and quickly discover crucial facts about it, such as which client it is relevant to, how long the case has been running, the key client contacts and the level of confidentiality required.”

“From day one, we worked to ensure that the solution was quickly adopted by all users and that it met the exact requirements of Carey Olsen,” said Justine Thomas, Director of Professional Services at Phoenix Business Solutions. “We consulted users, and took their suggestions on board when rolling out the technology. We also worked to ensure that lawyers were kept up-to-date on all the changes via demonstrations, presentations, training sessions and a comprehensive Intranet, which was regularly updated.”

(676 words)

NOTES TO EDITOR

About Carey Olsen

Carey Olsen is a leading law firm in the Channel Islands with offices in Guernsey, Jersey, London and Alderney. The firm has 330 staff and offers a wide range of legal and related services to private clients, global law firms and financial institutions.

About Interwoven

Interwoven, Inc., provider of Enterprise Content Management solutions for business, enables organisations to unify people, content and processes to minimize business risk, accelerate time-to-value and sustain lower total cost of ownership. Interwoven delivers deep industry-specific solutions which reduce business process cycle time from initial collaboration through design, production, sales, marketing, legal review, IT and service. Interwoven leads the industry with a service-oriented architecture today and easy-to-use, best-in-class components and solutions. Today, more than 3,000 enterprises, law firms and professional services organisations worldwide are Interwoven customers including British Telecom, Ford, Freshfields Bruckhaus Deringer, General Motors, Jones Day, Motorola and Yamaha. Interwoven is headquartered in Sunnyvale, Calif., with offices around the world. For more information visit www.interwoven.com.

About Phoenix Business Solutions

Phoenix Business Solutions (UK) Ltd is a leading software provider and consultancy firm offering services throughout the UK and Ireland. Phoenix have assembled a high quality services team with many years experience delivering Business Specific Content Management Solutions. As a leading Interwoven Partner, Phoenix understands the ever-changing needs of an organisation and how best to tailor a solution to meet critical business objectives. Complementary solutions including Enterprise Searching, Digital dictation and Contact Management complete our rounded portfolio. www.phoenixbs.com