

# CASE STUDY

Stephenson Harwood



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## Phoenix Manages Stephenson Harwood's Smooth Transition to Interwoven WorkSite

In November 2007, City lawyers Stephenson Harwood selected Phoenix Business Solutions to install Interwoven's matter-centric content management system WorkSite 8, migrate all of the firm's documentation to the new system and work with the in-house team to train all fee earners and support staff to use the new system. A phased roll-out by department was organised with full training support. All this was achieved in a timely manner with minimal disruption to the business.

Stephenson Harwood is an international commercial law firm with seven offices around the world including London, Hong Kong and mainland China. There are 84 partners and some 750 employees.



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IT Director Chris Petrie selected Phoenix because he was confident that they would work seamlessly with his in-house team and external partners to deliver an integrated service that lived up to the firm's high standards. 'Another crucial factor was their ability to support the in-house training team by providing timely and effective end-user training that fitted in with lawyers' busy schedules,' he adds.

### Why Phoenix?

- Leading provider of software solutions and IT consultancy for Professional Services Firms
- Extensive experience within the IT/legal industry
- Interwoven Platinum and Development Partner
- A team of experienced and highly qualified professionals

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*"Phoenix became an extension of our in-house team and they worked extremely hard with a great deal of tenacity."*

**Chris Petrie, IT Director,  
Stephenson Harwood.**

### Ensuring a Smooth Transition

Although the switchover to Interwoven WorkSite was organised on a just-in-time basis with minimal down time, a significant amount of preparation was required prior to migration. Phoenix delivered the system and worked with other partners on the desktop integration. 'They had done this many times before and their experience enabled us to avoid common pitfalls and jump quickly to the correct solutions,' says Petrie.

Phoenix was responsible for installing the core document management system, integrating it with the matter-centric desktop and ensuring the secure and complete transfer of all data – some five and a half million documents and six million e-mails – while giving users continuous access to active files. Their extensive experience of working with law firms enabled them to minimise disruption during implementation.

Once the system had been installed, initial training was delivered to each department. Training sessions were delivered by Joanne Humber, Director of Training at Phoenix and her team of trainers while the firm's in-house training team provided floor walking and other support. 'It was an excellent cooperative process,' adds Petrie.

Following a successful trial migration in November 2007, the roll-out was completed by department between mid-January and early March 2008. 'Phoenix became an extension of our in-house team,' says Petrie. 'They worked extremely hard with a great deal of tenacity.'

### Result

The project was completed in March 2008. Interwoven WorkSite is fully operational and integrated into the daily work practices of all departments. 'Phoenix did an excellent job,' says Petrie. 'We are currently working with them on rolling out Interwoven WorkSite to all our international offices.'