

iManage Work and the Cloud

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One of the hot topics within the professional services community today is that of the “cloud” and the role it plays within an organizations IT strategy. Phoenix has discussed this subject at length with many organisations and their reaction to cloud services ranges from anxiety and confusion as to what these solutions can offer their business, to those with clearly defined “cloud first” policies.

For organisations that are currently deliberating the on premises versus cloud solutions dilemma for their document management system, it is critical they choose the right partner to work with.

At Phoenix, our philosophy is to ensure that we advise our clients on the most appropriate, cost effective IT solutions to meet their operational and strategic objectives. With iManage Cloud now available to EMEA clients, we wish to address a number of the commonly perceived challenges considered as barriers to adopting Cloud solutions and highlight several benefits that can be realized. Phoenix have also deployed a similar service, managed by us in the Asia Pacific Region.

Phoenix has been an iManage Platinum partner since 2003. iManage Work is the leading document management system for professionals, and is currently used by 80% of the top 100 Law firms, 5 out of 5 of EMEA’s largest accountancy firms, and by over 400 corporate legal teams around the world. The iManage Cloud is an established solution for the class leading iManage Work document management system. With over 100+ clients currently utilizing the platform, they benefit from a safe & secure environment whilst remaining in control of their data assets.

Why should I consider the cloud?

The case for examining cloud based options can fall into two distinct camps. For clients looking to deploy iManage Work across their business, the iManage Work Cloud can provide a simpler, quicker route to implementation by eradicating the need for costly and timely implementations of new hardware and software. It provides flexible procurement options, with a simple cost per user license model allowing clients to choose the length of term they wish to subscribe for.

For existing iManage Work clients, migrating to a cloud based solution can still be a compelling option. Ageing IT infrastructure can incur higher maintenance costs; legacy versions of applications can restrict the features available to end users and a lack of internal resource can hinder change management initiatives. Collectively, these issue will reduce the value of IT to end users. With iManage Cloud, you can rely on cutting edge hardware coupled with the latest versions of iManage Work to ensure you are delivering a first class document management experience to your business.

I like my cloud private....

Whenever we discuss any cloud based solution with a client, the immediate concern is the security and integrity of the data to be stored. Law firms are their clients' custodians of data and as such are duty bound to ensure it is stored and managed appropriately. The iManage Work Cloud is a truly private solution. Unlike other cloud based document management providers, each client has dedicated resources for applications servers, databases and file storage. Services, data and documents are not co-mingled with those of any other client, providing the client with a completely private solution.

All client data is encrypted, both at rest and in transit with a client specific RSA-2048-bit encryption key to ensure data security at all points within the solution.

But my data can't leave the country....

Clients worry that their data will be stored outside of the European Economic Area in locations such as the United States and the Far East, both of which are a cause of concern for EU organizations. Once again the iManage Work Cloud is different. iManage guarantees that client data will remain within their client's chosen region, replicated between two physical data centre locations for resiliency purposes. Data cannot be moved or transferred outside of these jurisdictions without the client's express written consent.

The EMEA Data Centres located within the United Kingdom are fully resilient, ensuring uninterrupted access to mission critical data 24x7. During the last four years the iManage Work Cloud has achieved 99.99% availability, once again the leader in their field.

If I move iManage Work to the cloud, then we no longer have control over our technology...

When you move to the iManage Cloud, headaches and time spent maintaining both the software and its associated infrastructure are significantly reduced. One of the key aims of the iManage Cloud is to help remove the operational overheads associated with enterprise applications; your iManage Cloud infrastructure and server applications are completely monitored and managed by iManage themselves to ensure the highest levels of service availability.

Support for your desktop applications (FileSite, OffSite, Mobility etc.) can be provided by Phoenix. Phoenix offer 24/7 support provided by our own highly trained engineers based around the world, ensuring your staff can utilize the platform effectively. Now you and your team can focus on proactive business projects and launching agile initiatives, rather than being a reactive support lead organization

Keeping data on premise is safer....

The traditional approach to secure data was to keep IT Infrastructure and the firm's client data in a dedicated server room contained within a client's building. The perceived security this instilled transformed over the last decade when clients took the initiative to locate their equipment within external data centres. Organisations understood that highly secure data centres, managed by experienced operational staff brought significant benefits such as 24x7x365 physical security, n+n redundancy, increased environmental management and far greater networking availability due to carrier neutrality.

In the IT world today, organizations should be prioritising cyber security concerns above physical security and environmental management concerns; with data theft far more likely to occur via an outside data breach than someone simply forcing their way into a server room and removing a hard drive. Large scale data centres have invested millions in not only their multi-layer physical security, but also have large dedicated cyber security teams whose only role is to keep client data safe and free from compromise. Within the iManage Cloud all data is stored in an encrypted format with a specific client encryption key. All services are regular PEN tested and certified by external organizations to ensure the solution meets and exceeds the standards required for an organization to entrust their data with the supplier. The iManage Cloud holds multiple security accreditations including ISO 27001/27002, SSAE16/SOC2, Section 508 and HIPPA compliance, to ensure it complies with globally recognised industry standards and security protocols.

I have to move everything to the cloud....

When moving to the cloud a client is required to notify its clients that its data is to be transferred; failure to do so could lead to a breach of contract, loss of the client and potential litigation.

The majority of firms Phoenix work with have a diverse range of clients. These can range from law firms who represent large pharmaceuticals companies, to property management firms who look after sensitive government sites. Often these companies wish to leverage the power of the cloud but can be restricted due to contractual terms or client reluctance to any cloud based solutions.

Unlike other cloud document management systems, iManage Work Cloud can offer a hybrid approach to cloud implementation. Phoenix & iManage can supply a solution that combines a local instance of iManage Work, whilst also connecting to a client's private cloud platform. This allows clients to choose which clients data is stored in the cloud vs on premise; fulfilling your data custodian commitments and also maximizing the cloud based platform.

Updates will break my integrations

After working with professional services organizations for over 10 years, Phoenix understands how complicated and interlinked environments can be. A simple change or upgrade to iManage Work can have huge downstream impacts on end user utilization and acceptance. IT departments also bemoan the complexity of updates and the steps needed to move from one version of iManage Work to another in terms of required infrastructure, QA and technical testing.

When utilizing the iManage Work Cloud, server updates are applied as part of the service. Unlike other cloud platforms, your private instance can be upgraded at a time that suits you. With server software being backwards compatible, firms can ensure they run the latest server technology and can update the end user look and feel so that there are no surprises when a server is patched or updated.

What if I want to leave...?

Businesses change, requirements alter. If a client needs to move their data from the iManage Cloud, information can be returned quickly and efficiently. The iManage Cloud user interface enables the client to download a subset of their data with minimal effort. The client may also request that a full copy of their data be provided to them. When a client's data is returned by iManage the information will be sent complete with a copy of the database in SQL format and a copy of all document files, either via encrypted media or via secure FTP.

Data can be returned on an ad-hoc basis at the client's request, or if a client chooses not to renew their iManage Work subscription; a documented exit process is enacted which includes a full return of data and a certified deletion process being completed. How can I move to the cloud...

Migrations to the iManage Work Cloud can be facilitated by Phoenix, the five time iManage Partner of the Year.

Phoenix are the largest global iManage partner and have worked with clients of all sizes and across multiple verticals in the professional services sector. With more successful deployments of iManage Work than anyone else, Phoenix are the trusted partner to enable your company to move their document management system into the cloud.

Phoenix have a defined cloud engagement process, including a "Cloud Readiness Review", This process covers not only any potential technical barriers, but also provides a full total cost of ownership breakdown and business case summary outlining both the strategic and operational benefits for adopting the iManage Work Cloud solution.

All Phoenix applications are certified by iManage, with cloud based development environments utilized to ensure that Phoenix applications meet the iManage security standards. All Phoenix technical personnel have the relevant skills and experience in order to effectively implement & support the iManage cloud offering.

What if I am in the Asia Pacific region...?

As previously highlighted, the iManage cloud is currently based within the United Kingdom and the United States. Performance and data sovereignty issues can prevent this from being a viable solution for many clients in other regions. To support our client base in APAC, Phoenix has launched a highly available, private cloud solution for iManage in partnership with Cloud Recover.

This fully managed private cloud solution for iManage Work gives clients a viable solution that is architected to the same standards as the iManage cloud within other regions, and managed by Phoenix, the world's leading iManage partner.

The cloud is an established solution offering and can provide all of the benefits and flexibility discussed in this document.

About Phoenix...

Phoenix is a global technology business and market leader in Enterprise Content and Email and Document Management, serving more than 250 customers from offices across five continents with a 24 x 7 Service Desk. As the preeminent global iManage partner with extensive expertise in implementations, upgrades, training, development and support, Phoenix has developed numerous innovative products that help clients get the most from their iManage investments.

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