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DOCUMENT MANAGEMENT

BUYER'S GUIDE

Document Management Buyer's Guide
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Filevine	Filevine	Filevine	Filevine
iManage	iManage	iManage	iManage
netdocuments	netdocuments	netdocuments	netdocuments

About

The Document Management Buyer's Guide is a publication of the Legal Tech Publishing division of the Legal Tech Media Group (LTMG) **legaltechmg.com**.

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Welcome to Legal Tech Publishing's Document Management Buyer's Guide

By: Cathy Kenton and Brian Dalton



Cathy Kenton, CEO,
Legal Tech Media Group/Legal Tech Publishing



Brian Dalton, SVP, Breaking Media

Nowhere is market consolidation more evident than in the Document Management category.

The Document Management Buyer's Guide is the centerpiece of Above the Law's Legal Tech Non-Event platform. In addition to the Guide, you'll find the latest content, a product directory, and the ATL Non-Eventcast podcast series, consistently delivering relevant insights from some of legal tech's leading executives.

Downloading the Buyer's Guide is just a start. Come back often for up-to-the-minute coverage of all things document management and find answers to your questions.

To your success,

Cathy Kenton,
CEO, Legal Tech Media Group/
Legal Tech Publishing and

Brian Dalton,
SVP, Breaking Media

epona

Providing a Streamlined System of Managing Documents and Communications by Leveraging the Power and Versatility of Microsoft 365

> **“Users can access matter information directly from a Teams site, a desktop application, File Explorer, or directly from SharePoint. Each team member can work in their preferred and familiar environment.”**

Company Name Brand
Epona

Product Name Brand(s)
Epona365

Latest Developments and Updates

- The launch of a more resourceful and user-friendly website provides improved accessibility to information about current and upcoming features.
- Planner Provisioning will encourage task management and collaboration through the Task and Calendaring features.
- Windows File Explorer integration with Matters gives users more options to access their data.

Doing Document Management Differently

Managing information is a critical requirement in any business that generates a significant amount of work product. Law firms and legal departments face this challenge daily. As a result, utilizing a Document Management System (DMS) is a reasonable solution. However, traditional DMS solutions can be costly and complicated to implement. Enter Epona. Epona365 is a framework that sits on top of the Microsoft 365 platform, leveraging a company’s existing investment. Most DMS systems have a siloed approach and need to reach into different applications to manage information. Epona365 harnesses the distributed platform of Microsoft 365,

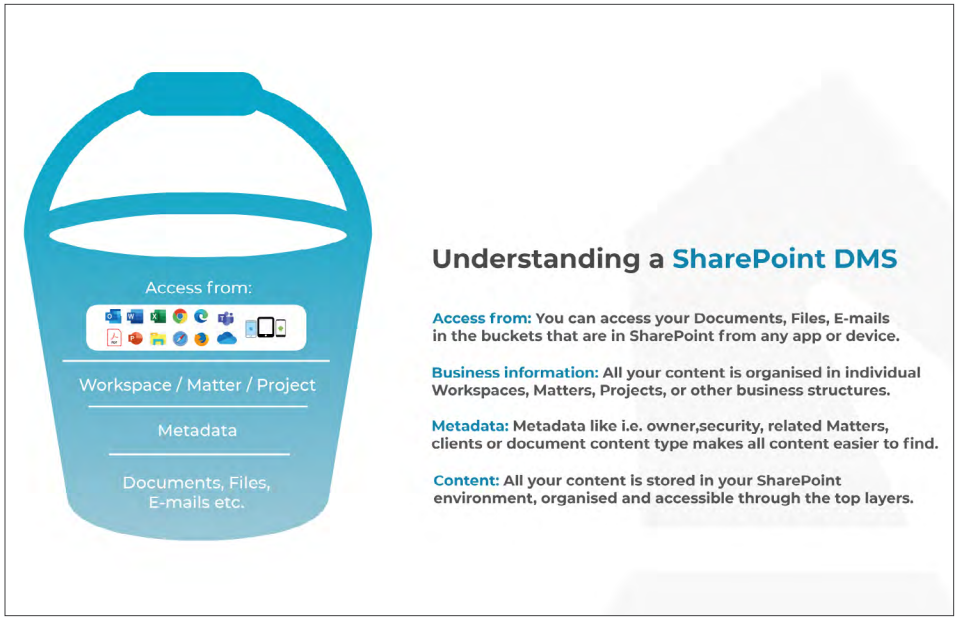


Figure 1: To illustrate how information is stored and accessed, consider each SharePoint DMS site as a bucket with layers. The bottom layer is the information. Resting on top of that layer is the metadata for that information. The next layer above is the Workspace/Matter/Project or categorization of the metadata. The final layer on top is the access layer, where users can retrieve information in multiple ways from a variety of devices: via Outlook, a browser, File Explorer, Teams, and SharePoint. This final layer of the bucket is where users do their daily work.

> Whether a team member is working from a mobile device or on their computer in the office, accessing information on their projects or cases is as easy as opening a browser. The interface is similar to the one used in Outlook, featuring a navigational panel on the left and a preview panel on the right, with documents listed down the center pane."

> Users can also access all the DMSforLegal features they know and love from a single Microsoft Teams interface. Switching between different sites, Teams, tabs, browsers, or libraries is unnecessary, as everything is available from any interface option."

collecting information directly from the applications and storing it in SharePoint. This approach resonates with Epona clients, with much more information available in the whitepapers **Why We Left a Leading DMS for Microsoft 365** and **Making Microsoft 365 a Legal DMS** or a **webinar about transitioning to Microsoft 365 and Epona**, which includes a demonstration.

The software components of the Epona365 software suite include desktop software solutions DMSforLegal, DMSforOffice, and DMSforFileExplorer [currently in Beta]. Epona365 is the web interface (tenant-managed web app), along with DMSforLegal365/DMSforOffice365 for Email filing (tenant-managed web app). DMSforLegal Mobile/DMSforOffice Mobile [Android and iOS] offer mobile DMS applications.

Epona provides a wide range of features to legal teams, including direct information management from Microsoft Office programs like Outlook, Excel, PowerPoint, and Word; task management; workflow capabilities; contract, knowledge, and records management; native Teams integration; integration with e-signature and other third-party programs; and access via web browser, smartphone, and iPad.

The concept of a bucket illustrates how the Epona365 framework reaches into Microsoft 365 to provide users with easy access to information for their matters. The Epona SharePoint DMS Library will be the Files tab in Teams, which can be accessed directly from a user's preferred desktop applications like Outlook and Word, as well as mobile devices, and through SharePoint directly via a browser. A notable benefit is the easy learning curve since users can access their information from tools they already use, such as Outlook or a browser. Users can access matter information directly from a Teams site, a desktop application, File Explorer, or directly from SharePoint. Each team member can work in their preferred and familiar environment. *See Figure 1 on the previous page*.

Working in Outlook

Often, the first thing a legal team member will do is check their email. With Epona365, that team member can do more than just look at email in Outlook. Users can directly access all the information related to their cases and the various workspaces created for each case. Users can access documents, notebooks, checklists, emails, and more. The organizational structure can be tailored for each firm to provide an efficient approach to managing information. File an email simply by using a drop-down dialog located below the toolbar. Epona365 utilizes Artificial Intelligence (AI) to provide suggestions of which project or case the email belongs to for predictive filing. *See Figure 2*.

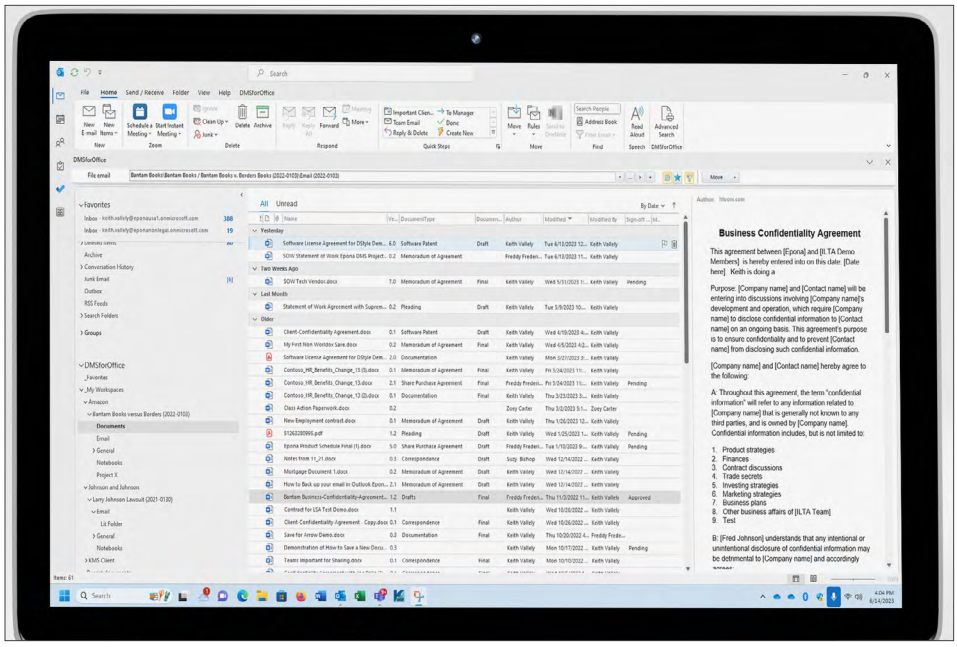


Figure 2: Epona provides seamless integration for Outlook email users to access all information related to a case or project. The left navigation panel enables users to look at emails or access workspaces. The right preview panel displays documents or emails.

Information such as title, client/matter data, attorneys, practice area, and version is available for documents. Searching is intuitive, empowering users to submit a keyword or phrase with the option to filter results by key metadata categories such as document type or status. A user can open any document in the native application and make changes, then save it or create a new document and save it to another case or project. The process is simple and efficient.

Using a Web Browser

Whether a team member is working from a mobile device or on their computer in the office, accessing information on their projects or cases is as easy as opening a browser. The interface is similar to the one used in Outlook, featuring a navigational panel on the left and a preview panel on the right, with documents listed down the center pane. *See Figure 3*.

Microsoft Teams

Users can also access all the DMSforLegal features they know and love from a single Microsoft Teams interface. Switching between different sites, Teams, tabs, browsers, or libraries is unnecessary, as everything is available from any interface option. A native app in Microsoft Teams runs in a browser and the full desktop Teams client. No syncing is required between the Files tab in Teams and the DMS as they share the same Microsoft 365 repository. There is full integration with Teams features (co-authoring, collaboration, etc.) and total governance management using Epona's provisioning service. Clients don't need an additional extranet solution as DMSforTeams supports the shared channels.

Integrations and Security

The Epona Legal solutions **integrate and connect** with a variety of business applications. Users can connect Epona365 solutions with most practice management platforms.

Epona365 leverages the powerful security of Microsoft 365, which enables IT teams to control access to the company's information. All documents and emails are stored in the firm's Microsoft 365 tenant, as Epona is NOT a host. This ensures that the firm keeps complete control of documents and emails under its security and that Epona has no access to or control of the firm's documents without the firm's permission.

Pricing

The Epona365 Suite includes software solutions that can be installed a la carte to match the needs of your firm or enterprise. The suite is priced as an annual subscription model, with a support subscription as well, where there is a single software price for all the Epona software solutions and no storage fees. Epona does offer non-profit and volume discounts on the software. Contact Epona to discuss pricing for your organization.

Who is Epona?

Established in 1993 and still privately held, Epona is a leading software consulting and development company with a primary focus on the Legal Document Management vertical. Epona has offices in Rotterdam, the Netherlands; Lisbon, Portugal; and Asheville, North Carolina. Epona assumes a holistic approach offering clients optimal service for their IT needs, from design and development to the selection and final deployment of business solutions. Epona's consultants collaborate directly with clients to ensure all organizational objectives are realized, including delivering solutions on the Microsoft 365 platform, including Document Management, Contract Management, Matter Intake, Workflows of all kinds, Knowledge Management, Tenant-Managed Software Add-ins, Services, and more. Epona solutions and services are offered globally to support the Microsoft 365 community.

Why Buy Epona365?

- Using SharePoint for Document Management allows firms to eliminate costly and inefficient systems that don't integrate, enabling customers to fully leverage the power and investment of their Microsoft 365 tenant.
- Simplify the power of universal security where a single security model can be applied across all documents, wherever they are stored (Teams, SharePoint, Exchange, Yammer, Dynamics).
- Epona strives to build relationships with their clients one project at a time, serving their needs to get it right, and becoming partners with each firm, instead of treating them as a customer number on a screen.

Learn More About Epona Today!

To find out how Epona can assist in leveraging your existing technology investment in Microsoft 365, **schedule a demonstration today** or email **sales@epona.com**.

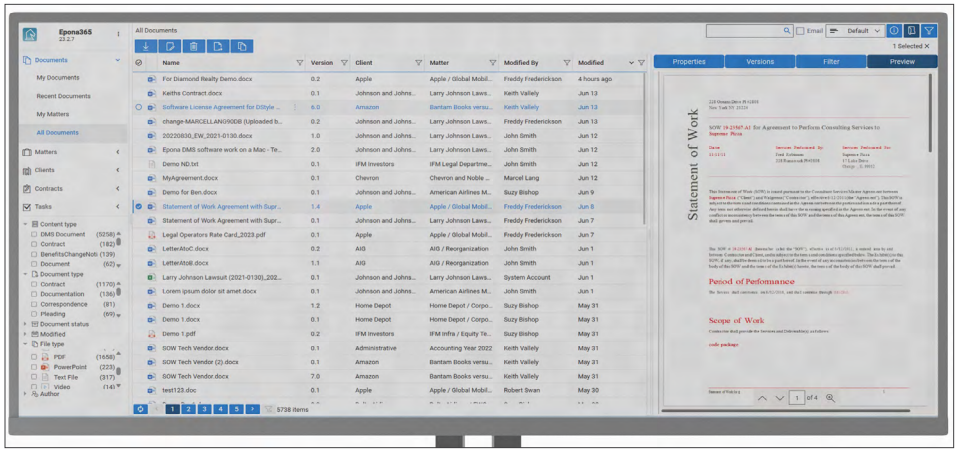


Figure 3: Browser access allows users to work from anywhere, on any device. The interface is intuitive and easy to navigate.

Filevine

Managing Documents is Integrated, Streamlined, and Intuitive with Filevine

“Every file, including PDF or image files uploaded to Filevine, is automatically processed through a dynamically scaling OCR engine, populating a global search index. Filevine has increased the file size limit for uploaded documents to 25 GB, which is significantly more than competitors.”

Company Name Brand
Filevine

Product Name Brand(s)
Filevine

Latest Developments and Updates

- Tighter integration with MS Office drives efficiency and provides intuitive email and document creation functionality.
- Sidebar provides users with contextual chat throughout the application.
- Filevine’s integrated eSignature solution, Vinesign, introduced blockchain technology for document verification. A complete record of eSignature activity is recorded on a private blockchain, enabling anyone with a Vinesigned document to verify its authenticity, recency, and fidelity.
- Filevine’s new Tag Management modernizes your firm’s case and project management with easy tagging for every document, client, and detail. Create, edit, archive, search through tags, and perform bulk actions such as merging and deleting.

Collaborative Document Management
Filevine has continued to develop its Document Management System (DMS), enabling users to take full advantage of collaboration opportunities. The intuitive user interface (UI) empowers users to work efficiently and find their information quickly, whether viewing documents from a global or project perspective. Users have the option to see documents they have opened or modified, documents modified by anyone on a project, or all accessible documents. Documents are full-text searchable, and searches are URL-based and can be saved and shared with others, allowing them to perform the identical search. Filevine has designed a filtering panel giving users the ability to look at documents uploaded on a specific date or by a specific user. This filtering panel provides a more visual search for users, rather than relying upon Boolean-type search methodology, allowing continual filtering of documents. *See Figure 1*.

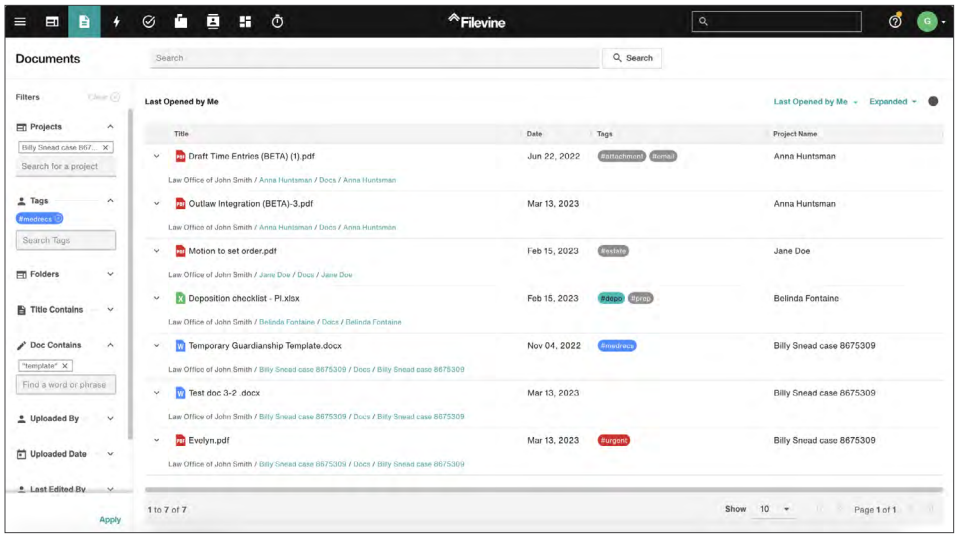


Figure 1: The Documents screen provides filtering options with results displayed to the right. Users can see the document name and author, date, any tags assigned, and the project where it is stored.

“While standard office documents have many great features, Filevine has gone a step further developing its own proprietary file format. The .vine file is a “living” document format that is more editable, flexible, and provides better control during collaboration. Documents can be created by templates and seamlessly connect to information within a matter record.”

“Documents can be shared with clients via a web link without requiring a Filevine account. However, clients can sign up for a free account and be provided with access to specific elements of the case as needed. Document folders or individual sections of a document can be shared.”

Every file, including PDF or image files uploaded to Filevine, is automatically processed through a dynamically scaling OCR engine, populating a global search index. Filevine has increased the file size limit for uploaded documents to 25 GB, which is significantly more than competitors. Additionally, PDF files can be edited in Filevine without an Adobe license. Changes can be made in a web browser without special plugins. Information can be rearranged and redacted, and redactions are burned into the image or the document, permanently removing the data.

Other beneficial features include the ability to preview emails and attachments directly from Filevine. This feature saves time bouncing between applications, allowing users to make the most efficient use of their time. Additionally, Filevine enables users to maintain file structure for bulk document imports. Using zip or compression files, Filevine keeps the file structure so file organization will not be lost.

Document Creation and Collaboration
Tight integration with MS Office allows users to create documents and save them directly to Filevine, even for a new project yet to be created. For example, if an attorney creates an intake letter for a new case, the integration with Filevine will allow the attorney to create a new project and contact while in Word. This option is also available in Outlook, PowerPoint, and Excel.

In addition to the Activity feed that documents each action taken in a project–including who performed the action, the time it was performed, and any comments–team members can communicate from other areas within the system. Sidebar enables contextual communications to create a chat about a document that is being created or modified. That chat always links back to the same document and maintains a history of the collaboration. Users can create tasks directly from the Sidebar, making the feature incredibly productive. *See Figure 2*.

While standard office documents have many great features, Filevine has gone a step further developing its own proprietary file format. The .vine file is a “living” document format that is more editable, flexible, and provides better control during collaboration. Documents can be created by templates and seamlessly connect to information within a matter record. Users can check-out sections of a document rather than the entire document, allowing other team members to work on alternate sections. Filevine provides bi-directional updates which negate double entries. Updates must be made within Filevine. Documents can be shared with clients via a web link without requiring a Filevine account. However, clients can sign up for a free account and be provided with access to specific elements of the case as needed. Document folders or individual sections of a document can be shared. Users can be assigned rights to view, propose changes, or make edits. Documents can be sent to clients for signature via the integrated

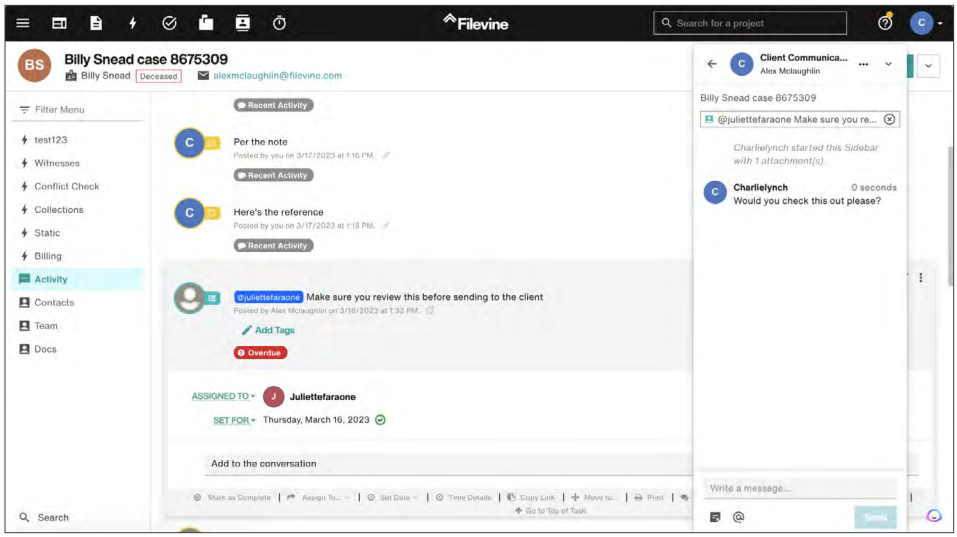


Figure 2: The Sidebar enables contextual communication within Filevine. When a team is working on a document, they can create a chat tied to it, maintaining a history of what was done and why.

eSignature solution, Vinesign. A complete record of eSignature activity is recorded on a private blockchain, enabling anyone with a Vinesigned document to verify its authenticity. *See Figure 3*.

Easy Navigation
Filevine offers a customized experience for users. When initially logging in, they can choose to land on a variety of pages. Most people prefer the Activity Feed to see what is taking place in the cases they follow.

The quick navigation bar runs along the top of the page, and a global search bar is to the right. Both the Project Hub and Task List (accessed through the quick navigation bar) allow users to focus on elements of a matter that requires their attention. The Mailroom and Contacts provide easy access to communications as well as information about clients. Timesheets, Billing Timers, and Calendaring assist team members in tracking and coordinating work. Many users find the global search bar another effective option for navigating within Filevine. Users can click in the search bar and see a drop-down list of all recent matters and areas they have been working in.

Plays Well with Others
In addition to the tight integration with Microsoft Office, Filevine offers an open API and plays well with other applications, allowing users to customize Filevine as a single location for daily tasks. The most common integrations include Zapier, Slack, and Google (calendar and Gmail). Filevine's integration with DOMO provides access to reports that will drive efficiency across all matters.

Resources
Combining document management, tight integration with MS Office, and automated workflows with collaborative document creation makes Filevine a powerful tool for legal departments and law firms. Filevine provides many resources, including podcasts, blogs, white papers, and more.

Security
Filevine approaches security methodically and proactively. The team employs audits, penetration testing, privacy and vulnerability assessments, security training and certifications, backups and disaster recovery/business continuity, and incident response planning.

Pricing
Pricing is based on the number of users and modules deployed. The Filevine platform includes Time & Billing, and add-on modules include Document Management, Business Insights, and Document Assembly. Contact Filevine to get a quote.

Who is Filevine?
Filevine is changing the way legal work gets done for law practitioners and their clients. As a leading legal work platform, Filevine is dedicated to powering everything from document management and client communication to legal drafting and deadline and task management. Founded in 2014 and based in Salt Lake City, Utah, with clients in the US and Canada, Filevine has grown to over 450 employees and 50,000 users. They provide top-rated, cloud-based automation tools to law firms, legal departments, and businesses, including case, matter, investigation, and project management software.

Why Buy Filevine?
- Filevine connects all your legal work—from task automation to client communication and business analytics to legal documents. Filevine powers business from start to finish.
- Filevine constantly updates and adds new functionality to drive efficiency and improve the user experience.
- Integration with MS Office provides a seamless and efficient workflow for document management and communications.

See How Filevine Can Help You Today!
To find out how Filevine can assist you, schedule a demo today! And follow Filevine on social media for more news and information. ■

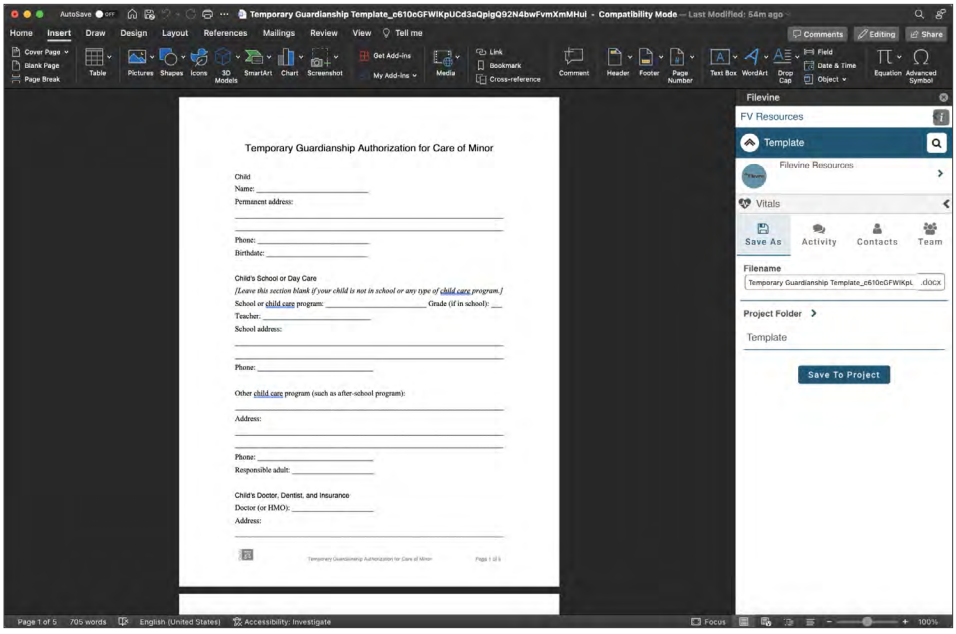


Figure 3: Document creation within the application allows users to leverage templates and access information stored in different areas of a case, taking advantage of bi-directional updates and driving efficiency in collaboration.

Comprehensive Document and Email Management Enhanced with Security and Governance

> **“Legal professionals spend a considerable amount of time in Microsoft Outlook, where all the functionality of iManage Work 10 is conveniently available.”**

Company Name Brand
iManage

Product Name Brand(s)
iManage Work 10, iManage Share, iManage Threat Manager

Latest Developments and Updates

- Access iManage Work 10 for documents and email from Microsoft Teams while maintaining DMS security and version control.
- Add links to iManage documents directly into Microsoft Teams* conversations.
- Protect important legal documents from external and internal threats with iManage Threat Manager.

A Comprehensive Document Solution
Law firms and corporate legal departments require more than a basic folder structure to store documents. They need a comprehensive *information* lifecycle management solution that covers all electronic files and records from inception to disposal. In addition to knowing how to find and search information troves, they need the ability to securely share and collaborate on files with outside users, automate routine workflows, and, most importantly, govern and track sensitive corporate work product.

iManage Work 10 is an intuitive cloud-based document and email management solution that enables users to manage information more productively, collaboratively, and securely. The iManage Cloud architecture also supports a suite of security, risk, and governance applications, such as the iManage Threat Manager, which offers continuous protection of sensitive data from internal and external threats.

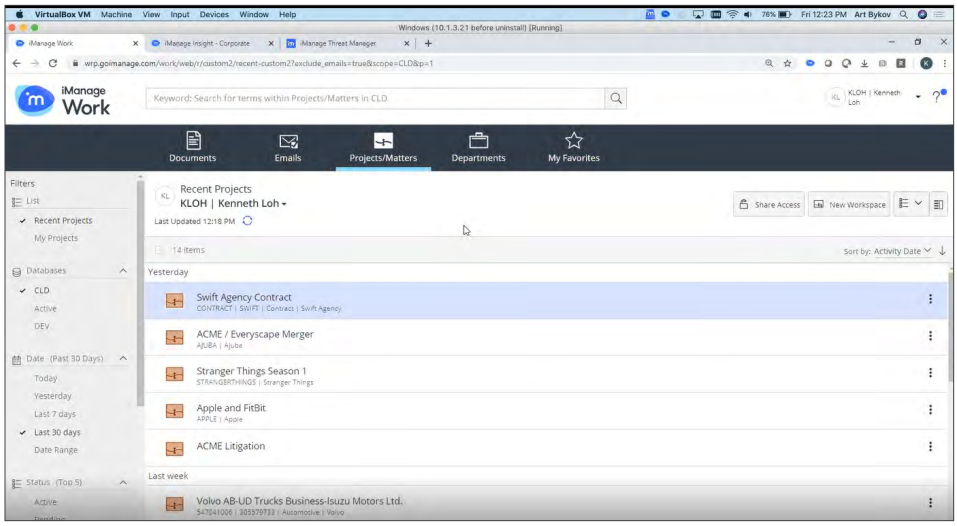


Figure 1: The web-based iManage Work 10 interface offers a list view and a classic grid view for users to pick and choose columns to display. Across the top, various dashboards can be selected to view Documents, Emails, Projects/Matters, Departments, or Favorites. The left panel indicates the available databases or libraries.

*iManage integration with Microsoft Teams is available exclusively to customers on the latest version of iManage Cloud on Azure.

> **“iManage provides two search options, Personalized and All. The results of a Personalized search lists files you have a prior relationship with.”**

Because it’s browser-based, everything is available in iManage Work 10 from multiple platforms, including Microsoft Windows, macOS, iOS, and Android. Users can securely access content from anywhere, including their mobile devices, with a consistent experience.

Managing Your Matters
Since most legal teams work from the concept of a “matter“ or a “project,“ iManage Work 10 delivers a clean, intuitive, browser-based user interface (UI) to support that workflow structure. *See Figure 1 on the previous page*.

Matters contain folders, subfolders, and shared folders (blue, with a people icon) for external collaboration. Each folder has a default document profile that automatically tags filed documents and inherits characteristics from parent folders to facilitate search and maintain security requirements.

iManage Work 10 can easily integrate with matter, practice, and contract management systems to create matching folders. Configurable project and matter templates can generate consistent matter views and set security and sharing parameters. The ability to work from standardized folder structures and templates enables users to intuitively understand where content resides, quickly find what they need, and eliminates the profusion of unstructured folders that plague some systems.

You Work in Outlook? No Problem!
Legal professionals spend a considerable amount of time in Microsoft Outlook, where all the functionality of iManage Work 10 is conveniently available.

Most users set up an extensive array of Outlook folders to store and organize the multitude of messages they send and receive every day, but those folders can’t be accessed or searched by other team members. iManage solves this problem by making it easy for users to file a message and attachment to the iManage platform so that it’s accessible to others. You simply link an Outlook folder to iManage, then any message you put in that folder can be searched and previewed by others on the team. The iManage Work 10 panel in Outlook can be undocked so you can drag it to a second monitor.

iManage also offers a predictive filing agent that sits atop Outlook. When you select an email, the prediction engine recommends an iManage folder based on your previous filing decisions for similar messages.

Once an email message is filed into an iManage folder, the system displays a green check next to that email in every user’s inbox so they don’t waste time trying to file duplicate emails. That is all designed to save busy professionals time and mouse clicks, which is one reason iManage is so widely used among legal departments and law firms.

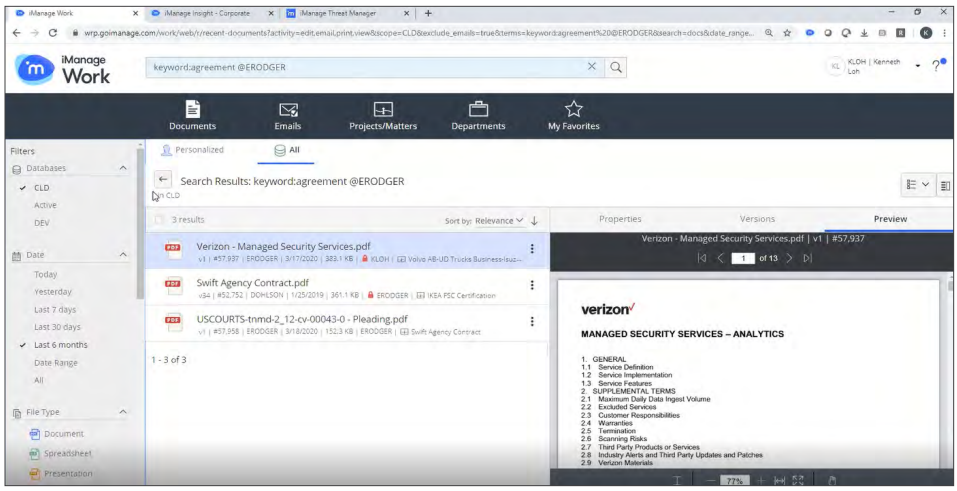


Figure 2: The iManage Work 10 search interface does not require a complex query to find content. Type keywords and use the available filters in the left panel to narrow results and preview documents or email messages. The same search functionality is available in the Outlook panel.

> iManage Share allows you to create shared folders to easily collaborate on documents with the finance department, human resources, or even outside counsel to assure those files are following your organization's data governance and security policies."

File > Save
If you've created a new document in Microsoft Word, you can save it directly into iManage with the File > Save command. Instead of tortuously and manually navigating multiple levels of folders and subfolders, the iManage dialog box allows you to profile a document with pertinent information, such as the relevant matter and version number.

Searching the Single Source of Truth
Search becomes most valuable when all of a company's documents and emails are in a central location—a single source of truth. If you've searched Amazon or Google, you'll be familiar with the general layout of the search window in iManage Work 10. PDF images stored in iManage are automatically scanned with optical character recognition (OCR) technology to search the full text.

iManage's search window is rooted in the context of the Work 10 dashboard and folder structure. Where you are in the system is where you search. Search parameters support full Boolean logic and proximity searching. The system provides two search options, Personalized and All. The results of a Personalized search lists files you have a prior relationship with, such as matters and files you reviewed or edited in the past.

To expand a search, switch to the All list to narrow the results with filters in the left panel. Various filters are available depending on the files you're viewing. For example, for documents, you can choose to see "all latest files," "last 7 days," etc. Or, for email, you'll see filters such as "top senders." *See Figure 2 on the previous page*.

Share and Share Alike
Due to the sensitive and often confidential information handled by legal professionals, not all iManage users need access to all matters. But you can securely share documents, even with third parties, using iManage Share, which is included with iManage Work in most Cloud bundles. That allows you to create shared folders to easily collaborate on documents with the finance department, human resources, or even outside counsel to assure those files are following your organization's data governance and security policies.

iManage Share folders are created with a single mouse click and appear as blue folders inside existing iManage Work 10 projects. Publishing content to those branded cloud folders is a simple drag-and-drop action.

When you attempt to attach a large file to a message in Outlook, iManage Share will suggest sending a secure sharing link instead to reduce the load on your email infrastructure. Your recipient receives a URL they can click to view the secured document. Using the shared link is safer than sending the file as an email attachment because iManage Share is auditable, trackable, and secure. *See Figure 3*.

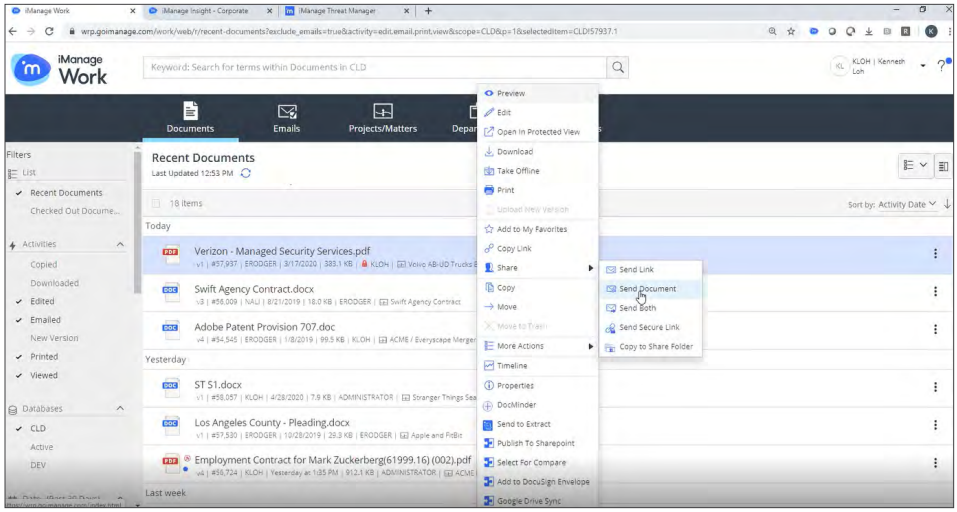


Figure 3: In iManage Work 10, right-click on a document to email the file or share it using a link. To secure content, administrators can disable right-click functions to force users to share a link instead of sending an insecure attachment.

Who is Posing a Threat?
More and more today, legal professionals are getting pulled into discussions about cyber risk. Modern security threats come increasingly from hackers impersonating employees after stealing their login credentials. That's one reason every document stored in iManage has a history timeline from creation to disposition which supports the necessary security audits.

Anytime someone edits, views, or prints a document, that activity is recorded and added to the history. iManage Threat Manager uses those document histories to build a digital fingerprint of each user, and it can use that to help proactively identify active threats or even internal bad actors. It knows, for example, when someone is downloading an unusual volume of content. It also knows when someone who works in IP or Litigation is suddenly looking at content in M&A that is outside the normal behavior for that user. In that way, information stored in iManage becomes some of the best-protected information in the enterprise.

Pricing
iManage offers tailored solution packages to meet the specific needs of customers. The core Work and Share products are packaged with additional security products in Essentials, Professional, and Enterprise editions. iManage solutions are sold in a Software-as-a-Service (SaaS) subscription pricing model.

Who is iManage?
Founded in 1995, iManage delivers cloud-based services spanning document and email management, collaboration, security, and governance for leading law firms and corporate law departments worldwide. After several mergers and acquisitions, in 2015 the iManage leadership executed a management buyout from HP and the company settled into its headquarters in Chicago, Illinois, with approximately 150 employees. Today, iManage has grown to over 900 employees who support more than 2,500 of the largest law firms and more than 1,400 corporate enterprise and legal customers including more than thirty-seven percent of Fortune 100 organizations and seventy-eight percent of Global 100 Law Firms.

Why Should You Consider iManage?
- Manage content and email communications to improve business processes such as contracts and claims in cloud-based matter files.
- Work efficiently outside the business unit with online collaborative workspaces to share content with corporate departments, outside counsel, and legal service providers.
- Apply information governance and security to critical work product without burdening busy legal professionals.
- Use powerful and personalized search to find previous work products, locate expertise, and gain insight into stored documents and email.

Contact iManage Today!
It's essential to evaluate the capabilities and functionality offered by document management vendors and ensure they align with your legal professionals' specific requirements. Visit the iManage solutions pages to learn more.

- **Corporate Legal Departments**
- **Law Firms**

Don't Be Caught Unprepared: Secure Your Data Against External and Internal Threats

By: Manuel Sanchez, Information Security & Compliance Specialist at iManage



Manuel Sanchez is an Information Security & Compliance Specialist at iManage with extensive professional experience in information security, governance, and compliance.

The days are long gone when sufficient cybersecurity meant simply installing firewalls and antivirus software. Cybercrime is on the rise, and experts estimate that the annual costs associated with it will reach $10.5 trillion worldwide by 2025. Organizations of all kinds are at risk for cyberattacks and should proceed accordingly to protect their sensitive information.

However, cybercriminals are only the start, as not every data security risk your organization faces will come from outsiders.

Information security can be complex and overwhelming, especially in today's rapidly evolving threat landscape. The best protection against security risks is understanding how every employee has a role to play in protecting information assets. Read on to learn more about the ways your organization could be at risk and the best practices you should adopt to secure your data.

Internal Negligence Can Threaten Your Data Security

Contrary to popular belief, most insider threats to organizational data are not bitter former (or soon-to-be-former) employees, but rather well-meaning staff who put data at risk through mistakes or negligence. The 2022 Cost of Insider Threats Global Report found that negligent employees were the root cause of 56% of cybersecurity incidents experienced by survey respondents. Human error, not malicious intent, was responsible for the majority of insider incidents covered in the report.

A good employee education program is key to reducing mistakes that could lead to data breaches. Security awareness training that is both engaging and relevant can help to expose common mistakes and allow employees to adapt security best practices into their working routines.

Employee Turnover Can Compromise Your Information

Soon-to-be former employees pose their own set of risks. Between the ongoing resignation trend and layoffs associated with current economic uncertainty, it's safe to say that employee churn is still high. This is more than a staffing and resource issue—it can also affect the security of your information. When employees leave, they may want to take your information with them. According to recent data, 53% of employees believe that because they worked on a document, it belongs to them. So, malicious or not, employees who leave may exit with confidential documents in (virtual) hand.

To combat this risk, organizations need to ensure that their internal policies cover the rules around company data and that these are clearly understood by all employees. Being fully aware that they are in breach of company policies should deter employees serving their notice from taking documents with them in most cases.

Remote Working Can Bring New Risks to Your Organization

Remote and hybrid work are here to stay. According to data from the Pew Research Center, before the onset of COVID-19, approximately 23% of individuals who were able to do their jobs remotely worked from home all or most of the time. In early 2022, that number had grown dramatically to 59%.

Although remote and hybrid working offer numerous advantages, they also bring risk. Many cybercriminals are targeting remote workers since home networks and personal devices are typically not as fully protected as ones in the office. Criminals also expect remote workers to have their guard down at home and take advantage of this by targeting remote employees with social engineering attacks like phishing.

Ensure remote workers complete security awareness training that will teach them to keep their guard up and avoid falling victim to the social engineering techniques used by bad actors to gain access to user credentials.

Remaining On-Premises Can Limit Threat Readiness

Not every legal organization has its own dedicated IT team. When they do have dedicated IT support, they are often focused on the routine maintenance of on-premises technology. Organizations of all kinds are constantly under threat, with the average seeing **497 cyberattacks every week**. Software patching is one part of cybersecurity hygiene that helps reduce an organization's attack surface, but manually installing and distributing these updates is a big job for a small IT team.

Moving your document management to the cloud improves security while limiting the IT burden. With cloud solutions, most vendors offer unlimited updates throughout the license period. This eliminates the need for manual patching and ensures your technology always has the latest security updates.

Mitigate Risk in The Cloud

The greater security offered in the cloud goes beyond automatic patching. **Contrary to what some believe**, document management in the cloud is far safer than on-premises.

Modern enterprise cloud is fortified with such an array of cutting-edge defense mechanisms and incorporates such deep, layered security best practices that one of the most common reasons legal organizations share for their decision to migrate their data to the cloud is to reduce their risk exposure.

With infrastructures monitored 24/7/365 by expert, dedicated security teams, best-of-breed network and security tools as standard, and a battalion of sophisticated algorithms continuously examining and guarding data at every layer, no on-premises server network can offer the same degree of protection. Even if they could, the cost would be astronomical.

Furthermore, good cloud technology is built using Zero Trust architecture. Zero Trust is exactly as it sounds: security based on the need to verify every interaction – and nothing that isn't verified can be trusted. An individual's ability to access specific data, move around within the system, and view or modify data with differing permission levels relies on the ability of Zero Trust security checkpoints to validate that the specific user and the device they are using have the appropriate credentials to proceed.

A Unified Approach to Security

Breaches happen for many reasons, including gaps in security infrastructure, willful or accidental actions by individuals, and incursions by external bad actors. Although migration to the cloud is an important step toward safeguarding your data, ultimately, your organization must develop **a culture of security** to benefit from the move fully. After all, people, both intentionally and unintentionally, are the weakest link of any security system. Clear protocols and good training paired with **the right cloud technology** are your best bet for keeping your organization's data safe.

About iManage

iManage is the company dedicated to Making Knowledge Work™. Its intelligent, cloud-enabled, secure knowledge work platform allows organizations to uncover and activate the knowledge that exists inside their business content and communications. Advanced artificial intelligence and powerful document and email management create connections across data, systems, and people while leveraging the context of organizational content to fuel deep insights, informed business decisions, and collaboration. Underpinned by best-of-breed security and sophisticated workflows and governance approaches, iManage has earned its place as the industry standard by continually innovating to solve complex professional challenges and enabling better business outcomes for over one million professionals across 65+ countries.

netdocuments®

NetDocuments Helps Legal Professionals Do Their Best Work All Within One Platform

“PatternBuilder provides a no-code document automation environment to create custom Microsoft Word or PDF documents based on user input and your templates.”

Company Name Brand
NetDocuments

Product Name Brand(s) Covered
NetDocuments DMS, ndMail, ChatLink for Teams, CollabSpaces, ndSync, PatternBuilder, SetBuilder, DocuSign eSignature Integration, Tasks, Data Loss Prevention (DLP), Analytics, NetKnowledge Enterprise Search powered by Upland BA Insight, Highlights Powered by LexisNexis

Latest Developments and Updates

- Modernize repetitive document and workflow processes by creating apps run from matter workspaces or shared hyperlinks.
- Build document automation from your own Word or PDF templates using no-code Microsoft 365 and Acrobat add-ins.
- Collaborate on documents (internally and externally) within Teams while keeping files secure and manageable within the DMS matter workspace.
- Stay on top of usage to drive adoption, manage work assignments, and prevent security breaches.
- Streamline common workflows with redesigned user interface elements.

A Platform that Supports You Throughout the Entire Document Lifecycle
Lawyers constantly use multiple applications, but switching tools and contexts consumes time and mental energy. Working on client matters from a single platform, like NetDocuments’ legal-specific document management system (DMS), is more efficient and productive because it meets you where you work and removes the burden of switching back and forth between applications.

NetDocuments provides a cloud-native, matter-centric DMS that delivers a single system of record for securing, organizing, automating, and collaborating on anything related to a matter. The workspace also displays user and matter activity tracking

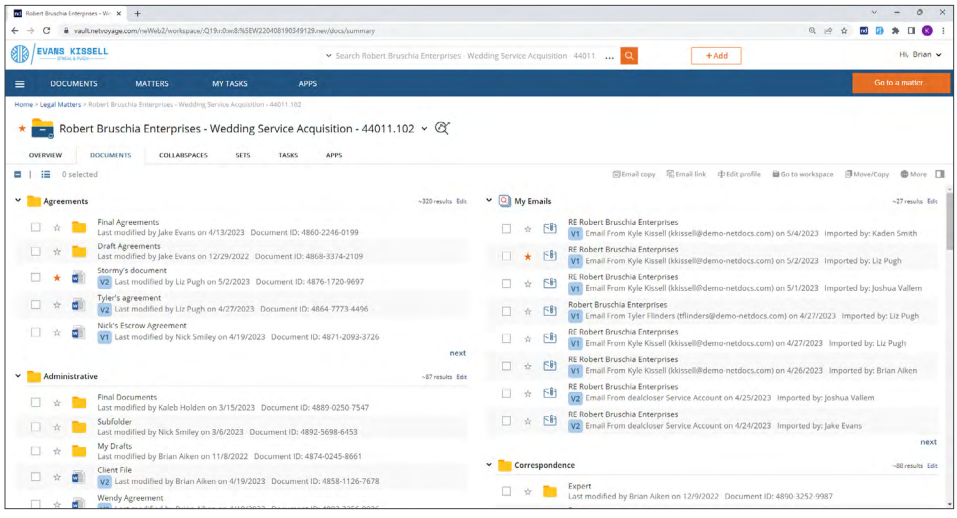


Figure 1: NetDocuments organizes matter workspaces into functional tabs providing external collaboration and document sharing (CollabSpaces), binder generation (Sets), document and task management (Tasks), and automation (Apps) within the DMS.

> To maximize high-level security and governance, your messaging, collaboration, and document management systems all need to be connected. ChatLink provides this connection — by integrating the NetDocuments platform with Microsoft Teams."

from the spyglass icon atop the matter record. *See Figure 1 on the previous page*.

Using NetDocuments can simplify content management challenges by reducing the risk and stress associated with having multiple copies and versions of files in multiple places. ndOffice is built into the Open and Save functions within Microsoft 365 for easy use, and **ndMail** in Outlook or Gmail makes saving email communications a breeze.

To maximize high-level security and governance, your messaging, collaboration, and document management systems all need to be connected. **ChatLink** provides this connection — by integrating the NetDocuments platform with Microsoft Teams.

Another capability, Margin Notes, allows users to edit and comment on a document collaboratively without being in Word. Instead, editors can have a discussion without altering the actual file content. Users can view Margin Notes within Teams or NetDocuments and review or comment in real-time in either interface (or use Office Online for full co-authoring capabilities).

NetDocuments makes it easy to stay in the context of tasks and workflows, keeping everything you need at your fingertips and within the places you are already working.

A Document-Centric Workflow and Automation Tool

Under the Apps tab, **PatternBuilder** by NetDocuments provides a no-code document automation environment to create custom Microsoft Word or PDF documents based on user input and your templates or create forms with variables to store user input for reuse. Using contextual logic, PatternBuilder apps build both single documents or sets by inserting blocks of text based on users' responses. The app builder controls available output options: display, download, or save documents to a select folder or workspace to start a workflow. An app can even be used to create a workspace or pull in data from an existing workspace.

Users can utilize templates in a workflow or trigger actions, such as sending a completed client survey to an intake specialist or routing a completed engagement letter to a client for e-signature, by tying workflows to existing tools in Teams or Microsoft Power Automate or by routing workflows using NetDocuments Tasks and notifications.

Launch an app within the DMS, and then enter content or share the link via email or on a web page to gather data from a client or third party. In addition to complex legal logic, responses can trigger calculations, business rules, and file-naming conventions, automatically create document tags, and generate metadata. The responses can also be output to a linked database within the DMS platform for reuse. *See Figure 2*.

Secure File Sharing and Digital Loss Prevention

Transferring data while maintaining access controls, ethical walls, chain of custody, and a system of record is critically important in legal matters. With NetDocuments, users can securely share documents, email messages, and many other file types within and outside the organization in several different ways: (1) by emailing a copy or link to a file, (2) sending a secure link to access a file (with or without password protection and an

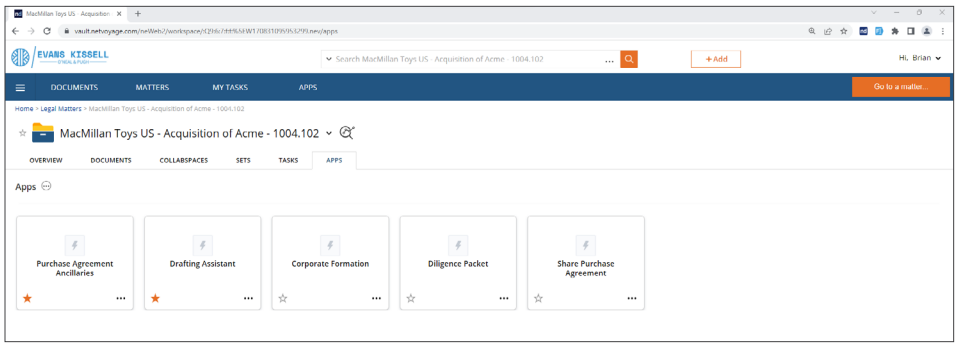


Figure 2: A PatternBuilder app displays data collection screens, including complex legal logic and looping, and then uses that information to generate a document or set of documents with the option to display or download the resulting documents.

> Beyond deep and seamless integrations with Microsoft Teams and the Microsoft 365 applications, NetDocuments customers access more than 500 integrated applications within the platform weekly."

expiration date), or (3) setting up a secure workspace or **CollabSpace**. NetDocuments provides the best of both worlds – convenient, but secure, file sharing with full audit logs.

A firm can prevent file sharing by applying data loss prevention (DLP) policies to content and data classifications. Using special DLP rules, firms can prevent/prohibit users from:

- Attaching DMS content to an email or adding it to a CollabSpace.
- Modifying, copying, or printing files stored in the DMS.
- Locally syncing documents with ndSync.
- Delivering secure links to documents.

CollabSpaces Enhance Collaboration
Most organizations use email to communicate and collaborate with colleagues on a matter. However, email can result in confusion or errors, creating unnecessary versions of documents. To keep content matter-centric and linked for review with other related materials in the DMS, NetDocuments offers CollabSpaces.

With CollabSpaces, collaboration and document sharing are within the DMS. Users can upload, download, or share links to files and open them in the Office Online applications to edit collaboratively. With everything part of a matter's history, legal teams can easily review and remain current with the case, related documents, and activity of assigned tasks.

Matter workspaces can support multiple CollabSpaces as subsets of a matter for a firm's experts, witnesses, vendors, or clients. Additional licenses are not needed for external users. And shared content is not replicated, making governance straightforward. Access rights remain consistent with the organization's compliance requirements, and the system tracks and logs all file access and changes.

Firms that want to allow external users or clients to upload content can do so easily with a CollabSpace, and they can be alerted when content gets added.

Master Matter-Related Tasks and Assignment Tracking
To simplify and enhance workflows, users can create tasks for associates and staff. In the Tasks tab of a matter workspace, users can create assignments in message format using an @ mention and include links to documents from the DMS instead of creating extra copies. Review in list view or Kanban-style boards to see insights at-a-glance, including assignee, deadline, tags, and more – all while being able to customize and organize your ideal view. *See Figure 3*.

In addition to a My Tasks view, you can also filter the Tasks tab within a workspace by task list, assignment, due date, estimated time, creator, status, or tag. Tasks created in NetDocuments can be added to Outlook for scheduling work time and deadlines.

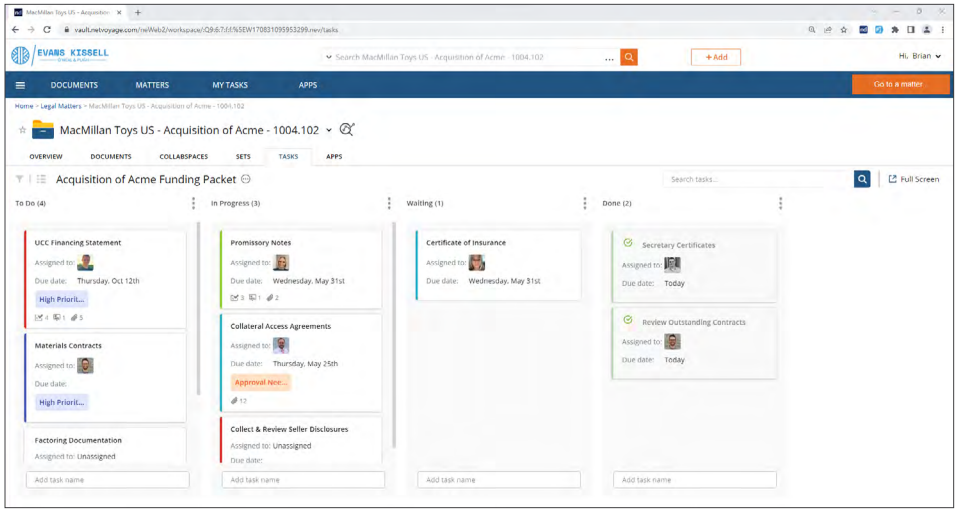


Figure 3: Tasks in NetDocuments can display in the message format, task lists, or Kanban-style boards to quickly review status and track progress.

Build Document Sets and Binders
Legal professionals often create documents from multiple files to make deal bibles, closing binders, pleading or discovery indices, and more. With SetBuilder, lawyers can standardize processes and streamline workflows, reducing costs and increasing the speed of document compiling and distribution efforts.

SetBuilder can be used at the outset of a matter as a checklist with templated sets containing placeholders, or it can clone existing sets. Documents can be linked to a set as they are created or acquired. Users can also drag and drop entire folder structures from local storage into a set. Upon completion, SetBuilder organizes the documents and emails into a single zipped file or a PDF, complete with a cover page, a hyperlinked table of contents, and bookmarks for sharing and collaborating.

Because sets live in NetDocuments, firms can reduce the file-sharing size and security risks by using built-in features like secured links and CollabSpaces.

NetDocuments: An Integration Powerhouse
As documents and email are the foundation for lawyers' work, NetDocuments has a long-established partnership with Microsoft to ensure their tools connect. Beyond deep and seamless integrations with Microsoft Teams and the Microsoft 365 applications, NetDocuments customers access more than 500 integrated applications within the platform weekly. To reduce friction for customers and enable full and complete workflows, the company supports a robust open application programming interface (API) to connect data sources and systems with the DMS.

NetDocuments' seamless integration with DocuSign eSignature makes it easy to get a signature with a right-click. You can track the signature process in NetDocuments, and when the record is signed and returned, it is automatically filed in the matter as a new document version.

PacerPro integrates with NetDocuments (as well as several other common court filing platforms) to store and track federal court filings in their respective workspaces. Because of NetDocuments' unlimited and dynamic metadata capabilities, the integration goes deeper by automatically adding custom document profile fields using PACER metadata. This also enables search using PACER metadata fields, such as plaintiff, defendant, case number, court, and more.

In addition to integrations, NetDocuments has strategic partnerships for added functionality built directly into the platform. For example, NetKnowledge powered by Upland BA Insight adds enterprise search within the NetDocuments platform – connecting the DMS with other data repositories, such as network file shares, SharePoint, and more. And NetDocuments Highlights powered by LexisNexis allows lawyers to continue working on a brief, motion, or agreement in the DMS without switching to LexisNexis to complete research tasks.

Pricing
NetDocuments offers extensive scalability – a platform that fits firms of all sizes and needs. Book a consultation with a NetDocuments legal technology expert for more information.

Who is NetDocuments?
NetDocuments is a leading cloud-based content management and productivity platform that helps legal professionals do their best work with modern, intuitive capabilities that are underpinned by award-winning security. NetDocuments is trusted by and supports over 7,000 law firms, corporate legal departments, and public sector entities of all sizes – from small to midsize companies to the largest firms around the world.

Why Buy NetDocuments?
- Organize, protect, automate, and collaborate on your most important documents and data.
- Protect your reputation and reduce risk while streamlining workflows and improving collaboration with colleagues and clients.
- Enjoy a modern DMS with capabilities that are user-friendly and seamlessly integrate with the applications your users already work in every day.
- Partner with a proven vendor trusted by some of the world's largest law firms, legal departments, and government and financial entities.

Contact NetDocuments Today!
Law firms, corporate legal departments, and public sector entities choose NetDocuments as a trusted cloud platform to do their best work. Request a personalized demo to see if NetDocuments is right for you.

Automation: Helping Law Firms Experience Record-Breaking Productivity and Profitability

By: Scott Kelly, Senior Manager of Product Management at NetDocuments



Scott Kelly is a product manager at NetDocuments. He previously served as the product lead at Afterpattern — a legal workflow automation startup – until its acquisition by NetDocuments in November 2021. Prior to co-founding Afterpattern, Scott was a fellow at the Robin Hood Foundation and an attorney at the American Civil Liberties Union of Pennsylvania. In 2022, Scott was named an ABA Legal Rebel for his work finding new ways to practice law, represent clients, adjudicate cases, and train the next generation of lawyers.

In 2023, the automation genie is officially out of the bottle. Across a wide range of legal automation use cases — workflow, document assembly, contract analysis, and more — the technology that for years was just hype and vaporware is now opening up new opportunities for innovative firms to embed these tools into their service delivery and see their business reach new heights.

Why Automation Makes Sense for Legal

The legal profession is filled with many repeatable tasks that are rife for automation, such as estate planning packages, bankruptcy filings, real estate transactions, and M&A documents. In fact, it's estimated that **nearly a quarter (23%)** of a lawyer's daily work could be automated.

The amount of time involved in doing manual tasks puts an immense amount of pressure on legal professionals. In a Gartner survey, **68% of corporate lawyers** said they struggled to manage their workload. And over half reported some degree of exhaustion.

At the same time, the legal sector is experiencing the "Great Resignation boomerang," where legal professionals are returning to law after having pursued other career paths. However, to attract and retain key talent, it's vital that firms have modern technologies. In fact, **75% of lawyers** and allied professionals say they would decline a job offer if the firm used outdated technology.

But new automation solutions and trends can empower your knowledgeable experts to translate legal, business, and client expertise into workflows, document templates, and apps to support mission-critical processes. This is helping law firms experience record-breaking levels of productivity and profitability.

Choosing the Best Automation Technologies for Your Firm or Practice

When **choosing an automation technology**, it's important to ensure it is well-suited to handle the sheer volume of document creation and the high levels of logic and security needed by law firms and legal teams. While many technology vendors say they have "automation," automation tools can take many different forms, with varying degrees of usefulness for the rigors of legal work. Understanding what to look for can help you intelligently choose the solution that is right for you.

Here are some initial things to consider:

- **Which features and functions are included?** Get a complete review of everything the solution provides, as well as how it integrates with your existing processes, systems, and technologies. You might look for easy low-code deployment and maintenance, form and template creation via Microsoft Word and Adobe PDF integration, and complex document and workflow automation with task assignment and approvals.
- **What gets automated?** The technology you choose should be able to automate the tasks and processes that are especially important for your work, such as document creation, automated form fills, workflows, approvals, etc.
- **How is the automation made available?** Does your chosen solution streamline internal tasks only, or can external processes such as client signatures, work intake requests, or forms also be automated? Look for a solution that gives you options to deliver automation to the people who need to use it. Also, be sure to find out if any resulting documents will be made available in Word, PDF, or — preferably — both.

- **How secure is your data?** Because of the sensitive nature of the documents and communications you're entrusted with, security and governance capabilities are critical elements to consider when researching both the internal- and external-facing features of any solution.
- **How robust are the logic capabilities?** Not all automation platforms have the robust logic capabilities required by legal professionals. Or when they do, they can be difficult to figure out and use. For example, legal document automation requires looping as a core capability so that multiple items (children, properties, etc.) can be included. It should also enable conditional logic and nesting of items to support complex legal work. Dig deep into these capabilities to ensure your specific needs are supported.

Having a single system of record helps law firms and legal teams get the most value from automation because all of the work product is in a single location and organized into secure matter workspaces with built-in collaboration tools. The security features of a reliable document management system (DMS) not only keep documents safe from external threats but also maintain ethical walls and keep privileged information limited to only those who should have access.

Benefits of Automation

Once critical building blocks are in place, automation can deliver several benefits:

- **Automation accelerates high-value work:** Law firms and legal teams no longer need to spend significant portions of their time working on repetitive tasks with extensive administrative burden. Through low-/no-code tools, legal professionals are empowered to create their own automations, enabling teams to automate low-complexity, repeatable work quickly and easily. Automation paves the way for legal specialists to focus their time on intellectually stimulating work that translates to higher value for their organizations and them personally.
- **Automation and APIs drive innovation:** With more and more legal services being offered on a fixed-fee basis, law firms are increasingly competing on price. Employment contracts, incorporations, wills, and leases have become products that consumers can purchase, meaning the most profitable law firms will be those that can deliver these commoditized products most efficiently. Harnessing automation and connecting critical systems via open APIs can play an essential role in driving efficiency; speeding up and replicating lawyers' work while also helping clients to self-serve and see the results in real time.
- **Automation reduces reliance on email for intake and other crucial processes:** Although emails can be adapted to meet a range of needs, they often lack the tools that are needed for effective workflow management. In fact, emails can create an extra layer of friction, slowing down lines of communication, creating scattered copies of documents, and leaving professionals bogged down in tedious and time-consuming work. To remain competitive, legal practices should look to adopt automated digital intake and self-service tools that speed up and enhance customer engagement and service delivery processes. Automating intake processes ensures that no steps are missed, responsive documents are automatically generated, and all relevant information is placed exactly where it should be.

Unlocking the Full Potential of Automation

Regardless of your practice or focus, all legal work consists of a variety of repetitive processes to create a high volume of documents, such as contracts, agreements, applications, opinions, pleadings, and more — which must all be compliant, consistent, and accurate. The amount of time involved in doing even simple manual tasks can put an immense amount of pressure on your workforce, especially for growing firms looking to increase their client base and legal departments trying to keep pace with the demands of business.

Automation technology can help by significantly reducing repetitive work, allowing you to expedite intake motions and workflows, accelerate growth, and increase both the volume and value of the service you deliver to your clients and business stakeholders. And time saved on mundane tasks can free up your team to apply their expertise to more specialized, higher-value work. This also gives the advantage of being able to serve clients and attract new business more efficiently, which can make a huge difference in a competitive space.

There's never been a better time to explore automation within legal. Unlock the potential of automation to experience a better way to work that results in record-breaking levels of productivity and profitability.

About NetDocuments

NetDocuments is the #1 trusted cloud-based content management and productivity platform that helps legal professionals do their best work. Backed by over 20 years of experience in native cloud innovation, NetDocuments offers a complete end-to-end platform for document and email organization and management, including award-winning security and research capabilities; robust automation, collaboration and search technologies; and seamless integrations with other tools professionals use daily. NetDocuments supports 7,000+ law firms, corporate legal departments, and public sector entities globally. For more information, visit netdocuments.com.

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