Upgrading to HP Autonomy WorkSite: Severson & Werson

Severson & Werson needed to upgrade its legacy document management system (DMS), since the old system from Open Text was no longer meeting its needs. Users wanted faster and more accurate document searches, and the firm, recognizing the importance of email in today's legal practice, wanted a DMS with advanced email management functionality. The firm asked Innovative Computing Systems, Inc. to help select and implement a new system. After an evaluation of the firm's needs, Innovative Computing Systems recommended HP Autonomy WorkSite, and began working with the firm to plan and execute an implementation strategy.

As the strategy came together, it quickly became clear why partnering with Innovative Computing Systems was a good idea: " Innovative Computing Systems brings great lessons to the table from the large number of WorkSite implementations they have done," says Oleg Berlyant, Severson's IT director. "This knowledge has enabled them to develop standardized processes that deliver excellent results. Once we identified the scope of our project, their strategic vision and goals were very accurate. What they said was what we got."

This systematized approach is central to the Innovative Computing Systems philosophy. In every engagement, the Innovative Computing Systems team conducts focus groups to design a system perfectly aligned to the needs of users and to understand the nuances of how folder structure might vary by practice area. Once the design is completed, data is migrated and the system is rolled out to pilot groups to test and identify what works and what needs improvement. Once this process was completed at Severson &

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Client
Severson & Werson
www.severson.com

Challenge
A legacy document management system was no longer meeting the needs of a growing and vibrant law firm. It needed a system with a more intuitive design and modern functionality like email management.

Solution
The firm engaged Innovative Computing Systems, Inc., experts in document management systems, to evaluate the situation and recommend a solution. Innovative Computing Systems recommended HP Autonomy WorkSite and provided advisory, technical and training services to implement the new system.

Results
The implementation took only two months. The firm is happy with a system that has improved productivity and user satisfaction and reduced the strain on IT caused by indexing and search difficulties in the old system.

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Werson, Innovative Computing Systems developed and delivered a training plan that created a firmwide baseline of knowledge and higher user adoption from the start.

The robust WorkSite features have delivered strong ROI and user satisfaction. As Berlyant points out, "A user does not need document management expertise to be effective in the system. An example is the way folders are presented. The user interface mimics the way a file cabinet is set up and is very intuitive, driving more consistency in the way information is put into the system. Also, the system is designed to be matter-centric, further driving consistency and navigability." Perhaps the biggest advantage of WorkSite is the ability to seamlessly file emails from Outlook, keeping critical firm knowledge in the DMS and not on attorneys' desktops. Finally, the advanced search capability of WorkSite has been highly beneficial. "The attorneys enjoy higher levels of productivity because they are able to find the right information more quickly," says Berlyant, "Also, our issues with indexing and search from an IT perspective have gone away completely."

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The results of the two-month project have been excellent. The client is very pleased with how the implementation went and with the benefits and return on investment provided by the solution. "The WorkSite expertise available at Innovative Computing Systems and the templates that their experience has allowed them to build make implementation easy," notes Berlyant. "I'm so glad we engaged a partner that specializes in WorkSite and were able to benefit from their methodology."

About Severson & Werson

For more than 65 years, Severson & Werson has provided consistent, reliable, unwavering support to our clients. The ethic at the firm is service in its best, truest sense. There is an understanding that the firm's singular calling is service of our clients and their interests. Severson lawyers are taught from the start that clients best know their business, its environment and their ultimate needs. Severson lawyers first listen closely, consider fully and then provide honest, straightforward advice and advocacy.

About Innovative Computing Systems, Inc.

Innovative Computing Systems, Inc. has focused exclusively on the technology needs of law firms since 1989. The company services large and midsize firms in California and across the United States and takes a best-of-breed approach to all of its offerings. Innovative Computing Systems selects only premier technology partners to provide solutions to its clients and is committed to maintaining long-term strategic relationships with clients to ensure the highest levels of success with IT initiatives. Learn more by visiting www.innovativecomp.com.

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