

# Neal, Gerber, & Eisenberg Optimize Productivity by Streamlining Attorney Workflow

## SeeUnity's Echo Content Synchronization Enables Secure Integration of Firm's Best-in-Class Technologies



Client-focused law firm

### Industry

Legal

### About the Project

- iManage Work (on premise), HighQ Collaborate
- Echo Content Synchronization 300 named user subscriptions

### Challenges

- Needed to improve workflow efficiency and Information Governance
- Wanted an out-of-the-box solution that could be configured for specific needs
- Required a secure and scalable solution to meet future growth and upgrade to iManage Cloud

Neal, Gerber, & Eisenberg, founded in 1986, is a Chicago-based law firm whose attorneys share a culture of teamwork and devotion to personalized client service to advance our clients' business interests. Our attorneys provide legal business solutions to public and private entities of all types- including Fortune 100 companies, financial institutions, nonprofits and high net worth individuals-in connection with domestic and global business transactions and litigation. Our full service firm is large enough to handle nearly any legal matter throughout the world, yet small enough that clients personally know the attorneys accountable to their matters.

### Challenges

As part of a technology refresh and update, Clint Kehoe, Director of IT at Neal, Gerber & Eisenberg (NGE), and his team began systematically upgrading the firm's various business applications with compatibility and scalability in mind. The group sought out feedback from end-user attorneys and evaluated how to streamline their processes to increase efficiency and productivity. Attorneys were spending a significant amount of time moving a large amount of content manually between their iManage Work DMS and HighQ Collaborate in order to share databases or links to documents externally with their clients. Each practice has at least two data rooms in HighQ, making manually shifting documents a cumbersome task. When matters were closed, all of that content needed to be moved back to iManage for archiving. Often, the data did not get moved out of HighQ, or IT would end up moving the data back to iManage.

### Solution

Phoenix Business Solutions, a premier iManage reseller was brought in to consult on the project. They recommended implementing SeeUnity's Echo Content Synchronization (Echo) product for its scalability and to address the workflow inefficiencies with secure integration of systems. With Echo in place, attorneys could utilize a convenient right click feature from within iManage to publish content to HighQ. Echo rules were set up to detect any changes made to specific documents in iManage or HighQ and sync the data automatically. Since attorney's preferred to have control and discretion over which content and changes from their clients would be synced back to iManage from HighQ, a user sync function was configured for that purpose.



iManage is the leading provider of work product management solutions for law firms, corporate legal departments, and other professional services firms such as accounting and financial services. iManage helps these firms serve their clients more effectively by improving productivity and governance throughout the creation, sharing, and security of work product. iManage is the comprehensive, integrated and reliable solution, trusted every day by over 3,000 organizations and one million professionals worldwide.



HighQ provides innovative enterprise collaboration and content management solutions to the world's leading law firms, financial services companies, governments and corporations. The company's blue-chip client base includes over 50% of the global top 100 law firms and some of the largest global financial institutions. HighQ combines secure, enterprise-grade technology with an amazing user experience to transform the way businesses collaborate, communicate and share information securely in the cloud. Founded in 2001, HighQ is headquartered in London, with offices in New York, Kansas City, Amsterdam, Frankfurt, Sydney and Ahmedabad.



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***"We've gained a big advantage by implementing Echo, because of the product's extendable API's. This will simplify converting to the iManage Cloud."*** – Clint Kehoe, Director of IT, Neal, Gerber, & Eisenberg

When matters close, attorneys simply use Echo to sync all of the content and metadata back to iManage for archiving.

NGE did consider building their own solution, however they would lack support with version changes and long-term planning called for extending to the iManage Cloud. Because Echo is compatible with on premise, hybrid, or cloud applications the shift would be seamless and less disruptive to productivity.

## Benefits

With the Echo integration of NGE's technologies in place for nearly a year, users report great satisfaction with time savings, convenience, and an increase in productivity. Tedious manual processes have been replaced with an automated sync, while attorneys retain the option to decide which client documents get synced back to the DMS.

IT is pleased with improved Information Governance (IG), as documents are consistently being properly stored in the iManage DMS. And more importantly, the foundation is now laid for future growth and scalability because the Echo product is built upon native API's and leverages iManage libraries to connect to many repositories.

***"Implementation went smoothly, with no delays. The SeeUnity tech team was responsive and great to work with."***

– Clint Kehoe, Director of IT, Neal, Gerber, & Eisenberg

## Solution

### Echo Content Synchronization

- Securely connect and manage data across all repositories, on premise, hybrid, and cloud
- Publish, sync bi-directionally, or archive content between systems
- Configure automated or user-sync rules
- Advanced mappings for workspaces and metadata
- Scalable

## Benefits

- Save time and effort - streamline workflow processes between repositories with rules-based sync
- Increase productivity with secure collaboration
- Support IG - contents remain in repository of record
- Extend and grow - connect to 20+ repositories



Content integration experts providing in-depth solutions to connect, sync, or migrate data across on-premise or cloud-based ECM solutions with external business applications. We're dedicated to improving workflow and business processes by extending applications and connecting people with content. SeeUnity supports a growing list of 30 connectors and provides comprehensive migration and synchronization tools to 500+ customers and 30+ partners worldwide. We proudly serve customers of all sizes, including Fortune 500 businesses, AMLaw 100 and 200 firms, and government entities.

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