

## Case study

# Al Tamimi & Company implements market-leading information management



### Industry

Legal

### Objective

Implement an advanced information management solution that offers high levels of security

### Approach

- Store matter content on individual desktops so they can be shared more easily
- Transition documents stored on file shares, which were not secured in any manner and created the potential for a breach of client confidentiality
- Avoid accidental document loss due to human error

### Business matters

- Professionals can easily file, access, and share information in online matter files to collaborate productively
- Centralized search helps users respond quickly to client inquiries and efficiently re-use past work product
- All matter content is secured and protected against accidental deletion

### IT matters

HP WorkSite



**“Sound document management is fundamental to the modern law firm. Failure to maintain industry standard performance would put us at a distinct disadvantage to the international players in our market. HP WorkSite provides us with a state-of-the-art platform that keeps us at the leading edge of local firms and on par with the best in the world.”**

Kevin Hall, General Manager, Al Tamimi & Company



## Secure search, file access, and information sharing

One of the largest and most respected independent law firms in the Middle East, Al Tamimi & Company, has built a reputation for the outstanding business law services it provides. To maintain a leadership position and compete successfully with global firms, the firm needed to bring its information management practices up to a standard that matched or exceeded the competition.

### About Al Tamimi & Company

Al Tamimi & Company, the largest independent law firm in the United Arab Emirates and one of the largest in the Middle East, provides comprehensive services in all areas of business law.

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In the past, the firm's matter content was stored on server-based shared folders as well as on user desktops, a practice which often made information difficult and time-consuming to search, access, and share. Access rights were open by default, leaving documents vulnerable to accidental deletion and creating an unacceptable risk. Saad Abu Sheikah, facilities and projects administrator for Al Tamimi & Company, says, "It was our vision to centralize all documents including individual emails and client correspondence, to make them securely available to users throughout the firm with the fewest clicks possible."

After investigating available solutions, the firm found that HP WorkSite document and email management software from HP Autonomy best met its selection criteria. The solution included an efficient document indexing method to enhance search results and the flexibility to allow integration with other practice systems. "Unlike most document management systems, WorkSite is designed specifically to meet the needs of law firms and does so better than any other solution," says Abu Sheikah.

### Taking matters online

Al Tamimi & Company implemented HP WorkSite with the help of I.R.I.S., an HP Autonomy partner. Clients and matters were defined based on the firm's billing system, and there was a build out of appropriate workspaces. Old documents were converted from shared folders into WorkSite.

Customized indexing, search, security, and access rights were tailored to Al Tamimi & Company's firm structure and work practices. I.R.I.S. also built a separate WorkSite database dedicated to human resources. "Workspaces for employees are used to store documents such as contracts and training certificates," Abu Sheikah explains.

A third database supports departments, including marketing, finance, and administration. "Each database is designed to suit the specific filing requirements of its users, allowing us to use the solution flexibly to address a broad spectrum of needs," says Abu Sheikah.

### Enhancing productivity

"We can see a strong return on our WorkSite investment in terms of the increased productivity of our lawyers," says Abu Sheikah. "Integration with Outlook makes it extremely easy for them to file and access both emails and other types of items from within a familiar interface, saving time and freeing them to focus on higher-level work. Before the implementation, legal staff could spend a significant amount of time finding a document on the file shares. Now, they can easily call it up with WorkSite's robust search capabilities."

Flexible access rights and version control help lawyers collaborate around documents in shared matter workspaces, helping the firm leverage its best expertise and resources for each matter.



## Supporting efficient re-use of expertise and work product

“WorkSite has helped us manage the knowledge we’ve accumulated throughout the firm and put it to use for ongoing matters,” says Abu Sheikha. “The ability to customize access rights on the user level makes it possible for us to share information broadly while maintaining security and ethical separation. As a result, lawyers can search for previous documents, such as contracts, to use as a starting point for similar matters, which saves time and improves quality by capturing incremental improvements each time a document passes through another lawyer’s hands.”

## Implementing electronic matter files with HP WorkSite

HP WorkSite powers the electronic matter file for Al Tamimi & Company, enabling professionals throughout the firm to manage complete matter-related documents and emails within a unified environment. Information can be searched and accessed quickly, improving responsiveness and supporting the efficient re-use of past work product and expertise. Seamless integration with Microsoft® Outlook® allows attorneys and staff to file emails and access the electronic matter file from within the familiar Outlook interface. Additional

workspaces support internal groups, including human resources, marketing, finance, and administration. The firm’s planned integration with its Elite matter management system will automate the generation of workspaces as new matters are initiated, improving efficiency and reducing error.

## Minimizing risk

By centralizing content within online matter files, Al Tamimi & Company ensures that all matter information is protected against human error such as misfiling, loss, and accidental deletion.

Emails are stored with their attachments alongside related matter content, ensuring that they retain their full context and meaning and are readily available in the event of eDiscovery. WorkSite also helps the firm preserve client confidentiality by preventing unauthorized access to matter files.

## Extending a market-leading implementation

Al Tamimi & Company continues to enhance the value of its WorkSite investment. The Elite practice management system now being implemented will be integrated with WorkSite, enabling the automated generation of workspaces as new matters are initiated. WorkSite’s secure web interface will allow employees to access complete matter content from any location, at any time.



## About HP Autonomy

HP Autonomy is a global leader in software that processes unstructured human information, including social media, email, video, audio, text, web pages, and more. Using HP Autonomy's information management and analytics technologies, organizations can extract meaning in real time from data in virtually any format or language, including structured data. A range of purpose-built market offerings help organizations drive

greater value through information analytics, unified information access, archiving, eDiscovery, enterprise content management, data protection, and marketing optimization.

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