

Case Study

Howard Kennedy - Migration from Worldox DMS to iManage WorkSite

Project Overview

Howard Kennedy engaged Globaltech Solutions as their training partner for their iManage Filesite rollout. Globaltech provided internal marketing for the project, courseware, delivery of various training options and a learning portal to allow users to access all courseware, Hints & Tips etc. Globaltech's goal-based training approach, allowed the firm to provide targeted, workflow-based training.

IT Director, Clive Knott decided to implement the latest version - WorkSite 8.5. At the same time, the firm was engaged in a major modernisation and rebranding exercise which coincided with a move to new premises. Globaltech Solutions successfully managed the training programme for the WorkSite roll-out and upgrade.

The Solution

The rationale for upgrading to WorkSite 8.5 was the inherent functionality allowing Howard Kennedy to fast track many of their in-house business improvement projects whilst providing a more stable working environment. Additional improvement features included offline folders, IDOL indexing and a new email management module (EMM). The move to new premises was part of a major rebranding initiative, so timing was critical. They had invested heavily in their IT infrastructure and wanted the WorkSite 8.5 upgrade to coincide with their new technology, philosophy and approach.

Training was an important consideration. Howard Kennedy's users were highly diversified in terms of technology. To reduce the impact on the business, it was important that Globaltech Solutions tailor-made some of the training sessions to suit the pace of the users. This proved to be a very successful tactic during the implementation.

The fact that Globaltech had experience of running and managing training programmes for WorkSite ensured that the project ran smoothly, avoiding potential pitfalls. Globaltech were well prepared for the changeover and migration.

Snapshot of Project:

Client

- Successful Law firm

Project

- Migration from Worldox DMS to iManage Worksite
- Training delivered to coincide with new technology and move to new premises.

Solution

- Delivery of a blended learning solution including: instructor-led; workshops, seminar sessions, floorwalking and support.

Project Achievements:

- iManage WorkSite was rolled out as part of a major modernisation and rebranding exercise.
- Highly diversified user group, requiring tailor made workflow-based training.
- Globaltech provided goal-based training, targeted to the different roles within the firm.