

Olswang - Transition to iManage WorkSite

Project Overview

International law firm Olswang awarded Globaltech Solutions the training programme for the implementation of iManage WorkSite document management system (DMS) to its global user base. The project formed part of a comprehensive desktop refresh. IT Director Clive Knott selected Globaltech Solutions for its expertise in this field and their experience with other international law firms.

Olswang needed Globaltech to help devise a training strategy for the data migration of the project so that Lawyers could continue to access all their files during the migration when two systems were in use. Due to their previous experience and skill they were invaluable in a collaborative partnership between Olswang, the software vendors, the IT department and Project Teams.

Another crucial factor was Globaltech's ability to provide effective end-user training that fitted with the lawyers' busy schedules.

The Solution

WorkSite was rolled out to the UK and all International offices. The impact of change in working practices cannot be underestimated and a carefully planned and executed blended learning programme helped overcome resistance. Globaltech assisted users with the change of business process to fully cement the new application. The business now have access to information quicker and easier than before. Having an efficient way to access all their records means that Olswang can now build new ways using the knowledge in the company.

The first phase of the training took the form of small classroom sessions. The aim was to train teams together and ensure a clear understanding of the positive benefits of the new system. Following successful delivery of the classroom training to all offices, the issue of on-going training and new starter training was addressed.

The project demanded flexibility and persistence and Clive Knott acknowledges that Globaltech supplied both.

Snapshot of Project:

Client

- International Law firm

Project

- iManage Worksite training as part of a major desktop refresh
- Training delivered Internationally

Solution

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

Project Achievements:

- iManage WorkSite is fully operational and integrated into the daily work practices across all departments.
- Staff can now do their jobs without being slowed down by the system and are confident in using the new DMS
- Globaltech became an extension of the Project Team working extremely hard to ensure all staff were fully supported during and after the migration.