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Ken Adams, CIO, Miles & Stockbridge

CHALLENGE

In 2004, the partners and IT professionals at Miles & Stockbridge recognized that their firm needed a more robust document management system to meet their growing needs. There were two primary solution criteria laid out by the Miles & Stockbridge team.

“First, we wanted a document management system that would be able to facilitate convenient remote access to client documents, no matter where one of our lawyers or their support staff members might be at any given moment,” said Ken Adams, chief information officer at Miles & Stockbridge. “Second, it was important to us that we have minimal hardware requirements to deploy and operate the system. We basically wanted to be able to plug the new system into our existing technology infrastructure, train our people on how to use it, and then not have to worry about its day-to-day operation.”

After much study, they concluded that a hosted solution was the best choice for them because it would provide: (1) lower overall cost to the firm; (2) reduced internal resource commitment, allowing the firm’s IT team to focus on other priorities; (3) improved business continuity; and (4) a built-in extranet.

In 2006, when the firm was ready to act on this conclusion, they immediately returned to the NetDocuments team for an updated review and consultation. The decision-making process was swift, and Miles & Stockbridge ordered NetDocuments for implementation in all nine offices.

SOLUTION

Once Miles & Stockbridge executed the decision, the firm invested in significant planning for the implementation of NetDocuments and the corresponding training of Miles & Stockbridge lawyers and professional staff.

Working in collaboration with the NetDocuments training team, Miles & Stockbridge established a staggered training schedule for each of its nine offices. Careful timing enabled the firm to launch the system for each office within days of the training.

Over a period of roughly five months, the new system was introduced to the entire firm and fully launched in early 2007. “The ease of transition from our previous document management to NetDocuments was surprisingly smooth and easy,” said Adams.



**MILES &
STOCKBRIDGE P.C.**

Customer Profile:

Miles & Stockbridge P.C. is a leading law firm with approximately 200 lawyers practicing in nine offices located within the mid-Atlantic region. The firm’s principal commitment is to build deep and enduring relationships with its clients through a culture that values client needs above those of the firm and emphasizes the delivery of pragmatic solutions.

Highly skilled lawyers at Miles & Stockbridge are not only experienced in their areas of legal specialty, but also focused on understanding their clients’ businesses and industries. The firm fosters a collegial atmosphere. Professionals from internal teams draw on the experience of lawyers in different departments and practice groups. These teams work collaboratively with clients to develop innovative legal solutions for specific needs. Miles & Stockbridge represents businesses of various sizes, from national and global companies to local and emerging businesses, in a wide variety of industries, including manufacturing, financial services, real estate, communications, telecommunications and information technology.

www.milestockbridge.com

The feedback from users has already been very positive, with clients responding particularly favorably to the system's NetBinders feature that enables easy data sharing on a secure extranet platform. Miles & Stockbridge is now on its way to achieving the goals that were established at the outset of their search for a robust document management system.

The firm has successfully delivered a system to its lawyers and staff members that is fully accessible from any remote location. This is crucial because Miles & Stockbridge preaches a culture of client service, which necessitates that its lawyers are frequently out of the office, meeting with clients and other business partners in their offices and other destinations out of town. Regardless of whether a lawyer is in an airport, hotel lobby, client's conference room or even his own living room, he can jump onto the NetDocuments system and quickly access the documents he needs to review.

"With NetDocuments, our attorneys and their staff members can instantly access all of their documents 24 hours a day," said Adams. "The NetDocuments platform provides us with a centralized repository across geographically diverse offices and allows our professionals to access their information from any Internet-connected device, including a BlackBerry®, while they're traveling or in a client's office."

Deploying NetDocuments involved limited hardware and IT staff requirements. Since the system is accessible from any Internet-connected device, the firm had no significant technical barriers to overcome and no hardware upgrades to fund. Due to the hosted solution platform with NetDocuments, ongoing IT administration has been minimal and software updates have been automatic.

NetDocuments has brought Miles & Stockbridge a lower total ownership cost due to savings realized from the elimination of upfront software development and integration projects.

"By deploying NetDocuments, our firm has a more robust document management system that requires very little attention from our internal IT staff, freeing them up to work on more strategic priorities for the firm," said Adams. "Law firms can enhance their client service and better manage their client work product by using a system such as NetDocuments to exchange information, improve efficiencies and reduce overall costs."



About NetDocuments

NetDocuments allows you the freedom to access and work on your documents anywhere. Get to the Internet and login to all your documents. Create, edit, share and collaborate with others. Organize into folders based on clients or projects. Search the content of your Word, Excel, PowerPoint, PDF's, and emails.

Have the peace of mind knowing your work is backed up and secured in world-class data centers. Small to large businesses, law firms, financial service firms, health care and real estate organizations can save tens of thousands of dollars by eliminating the hardware, system and client software, and ongoing administration of on-premise systems.

For more information about NetDocuments, please call 1.866.638.3627 or visit our web site at www.netdocuments.com.

