

# MCC Pioneers: Where are they now?

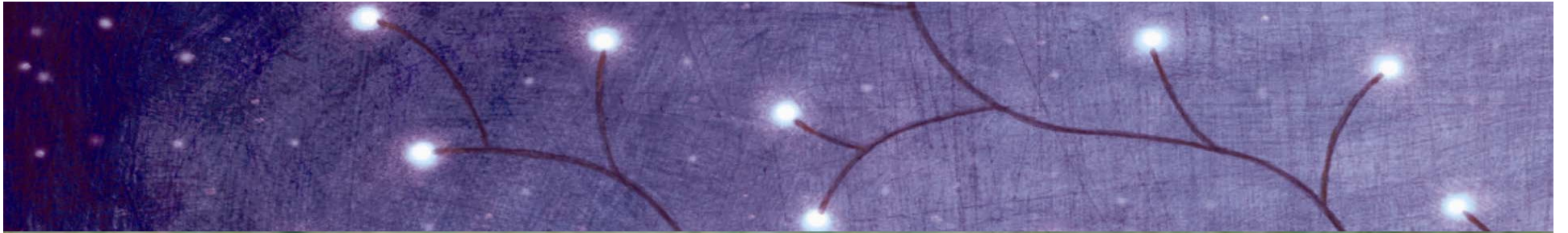
**Thomas Gaines**  
**Chief Information Officer**  
**King & Spalding LLP**

**Peter Lamb**  
**Director, IS**  
**Torys LLP**



**Andy Rudall**  
**IT Operations &**  
**Programme Manager**  
**Wragge & Co LLP**

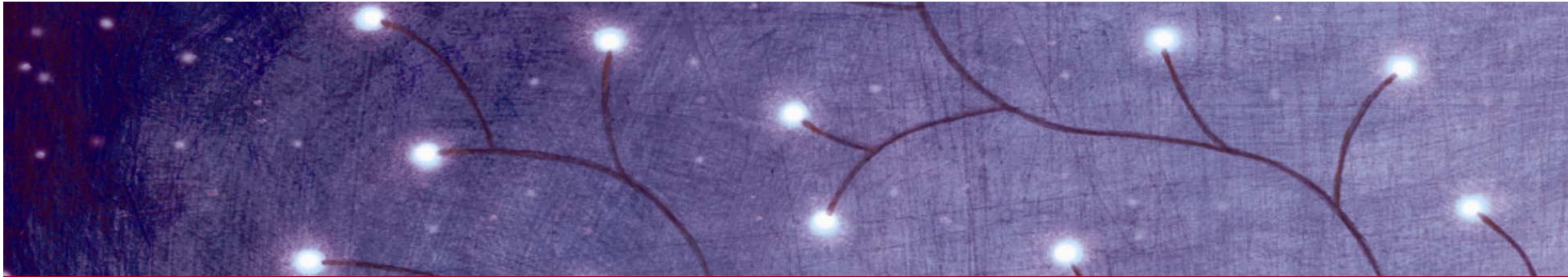
**Bob Dolinsky**  
**Director**  
**eSentio Technologies**





# Agenda

- ❖ Background and Basic Statistics for each firm
  
- ❖ General Discussion
  - ❖ How Firms were organized for the project
  - ❖ The major challenges of the project
  - ❖ Keys to success
  - ❖ Lessons learned
  - ❖ What might be done differently
  - ❖ Current status of the project
  - ❖ Measuring project success
  - ❖ Next Steps
  
- ❖ Q&A



## *Matter Centricity*

Easy to grasp intellectually  
Hard to implement operationally  
- *Thomas Gaines*



# King & Spalding LLP

- ❖❖ Eight Offices (3 International)
- ❖❖ 2000+ Users
- ❖❖ Substantial Corporate Litigation and Transactional Practices
- ❖❖ Distributed computing environment with libraries defined geographically

# King & Spalding: The Project Defined

## ❖ Applications

- ❖ Interwoven Worksite 8.0 (Upgrade from 7.x to 8.0)
- ❖ MailSite (FileSite)
- ❖ E-mail Management
- ❖ Windows XP
- ❖ Office 2003 (includes Outlook 2003)
- ❖ Assessment and upgrade of the entire desktop
  - ❖ Core applications
  - ❖ Specialized applications
  - ❖ Desktop management

# King & Spalding: Business Drivers

## ❖ Risk Management

- ❖ Support for the firm's records management policy
  - ❖ Electronic and paper
- ❖ Better organization, management, retrieval and disposition of all client and firm-related materials

## ❖ Client Service

- ❖ Faster response to queries
- ❖ Single place for information regarding a matter
- ❖ Easier to Collaborate

# Wragge & Co LLP

- Major UK Law Firm est. 1834
- 109 partners, 1100 staff
- Turnover in 2006/7 \$24.3 Million
- Locations
  - Birmingham – Headquarters
  - London
  - Brussels & Hong Kong
- International Client Base
  - 25% of our work is international



**Wragge & Co**

Wragge & Co LLP is a Limited Liability Partnership

# Current Application and Network Environment

## ❖❖ Interwoven (all running on VMWare)

- ❖❖ 3 WorkSite 8.2 Servers running as a Cluster
- ❖❖ 1 Index Manager
- ❖❖ 1 Index Search Server
- ❖❖ MailSite 8.0 SP 1 HF 2a
- ❖❖ WorkSite Web 8.2 SP2 - Home Users
- ❖❖ WorkSite Web 8.1.1 for SharePoint - Intranet
- ❖❖ WorkSite Communications Server 8.2

## Current Environment (cont.)

### ❖ Applications

- ❖ Exchange / Outlook 2003
- ❖ Windows XP / Office 2003
- ❖ File store on Novell Open Enterprise Server
- ❖ SQL 2000

### ❖ Other

- ❖ Single Library serves all offices
- ❖ Birmingham HQ connects to London by 100mb WAN

# Wragge & Co: Business Drivers

- ❖❖ Delays in launch of Hummingbird MCC solution, so we switched to Interwoven
- ❖❖ Our Roadmap required
  - ❖❖ Scalable platform for the future
  - ❖❖ 3-tier environment
  - ❖❖ Provide access to the DMS through Outlook
  - ❖❖ Make use of the many integrations available
- ❖❖ Begin introducing an 'x'-centric environment
  - ❖❖ Clients
  - ❖❖ Matters



# Torys LLP

- ❖❖ 280 lawyers across 2 offices (Toronto and NY)
- ❖❖ 125 users in NY
- ❖❖ 600 users in Toronto
- ❖❖ Full Service Corporate Firm with a very large Litigation Practice
- ❖❖ Mostly centralized computing environment with a single library

# Current Application Environment

- ❖ Interwoven FileSite 8.2
  - ❖ BRCO - Matter Based Security
  - ❖ Currently comparing additional tools, DocAuto, RBRO
- ❖ Windows XP
- ❖ Office 2003



## Current Network Environment

- ❖ Single SQL server in Toronto
  - ❖ Replicated (via Doubletake) in New York
- ❖ Caching server in New York
- ❖ 100mg WAN link between Toronto and New York



## Torys: Business Drivers

- Risk Management
- “Document Retention Policy”
  - Requirement to combine e-mail and documents in the same system
  - Requirement to maintain an “electronic copy” of the entire file
- Standardize DM platform across offices



# General Discussion

- ❖ How Firms were organized for the project
- ❖ The major challenges of the project
- ❖ Keys to success
- ❖ Lessons learned



# General Discussion

- ❖ What might be done differently
- ❖ Current status of the project
- ❖ Measuring project success
- ❖ Next Steps



# Q & A