

# 2017 CIO Roundtable at ILTA

## Thought Leadership in Action

August 13, 2017

*Four Seasons Hotel - Las Vegas, Nevada*



# DMS Trends

Ramping up Innovation



# Ramping Up Innovation

- Promise of the Cloud
- Better Document Security
- Machine Learning
- Practical Informational Governance
- Mobility Realized
- Office 365

# Ramping Up Innovation

- Robust Cloud Options
- Transition of staff from maintenance mode to analysis mode
  - Business Analyst vs Engineers
  - CIO's are Business Partners
- Scalability
- Enhanced Security Model

# Enriched Security

- Encryption at Work, Rest & Play
  - Meeting Client Demands
  - Key Management
    - Who controls the keys
    - Is it worth the risk?
- Geo-awareness
  - Azure
  - Clients data staying with the Client
- Vendors starting to dip their toes in the DLP pool
- Digital Rights Management

# Enriched Security Cont'd

- Optimistic / Pessimistic
- Market shift from Optimistic to Pessimistic
  - We have the better tools to manage this
- Regulators and your Clients are demanding this
  - 2016 had 556% increase in breaches
  - 4 Billion records leaked (IBM X-Force Thread Intelligence Index)
  - Financial costs high
  - But more importantly reputational costs are even high
- A clear standard of care is being established
  - 'Need to Know'

# Enriched Security & KM

- ‘Need to Know’ hampers capitalizing on Prior Work
  - Reuse would be made difficult
  - How do we find Prior work if we can’t see it?
- More Client Matter specific Metadata in the DMS
  - Can be used gain insight on similar matters
  - Without seeing private information

# Enriched Security & KM

- Do we really need access to the documents before knowing they can be useful?
  - Matter Name, Client Name, Billing Attorney, Type of Engagement, Jurisdiction, Industry, Settlement amount, Document Types and counts
  - Ability search and determine the existence of the above
- Find and then ask for access to content
  - Public and Private metadata



# Enriched Security and KM Cont'd

- Find and then ask for access to content
  - Public and Private metadata
  - Prosperoware Confidentiality Management
- Jumping around product to product
- DMS vendors are partially ready for this
  - NetDocs: Better matter searching
  - iManage: Need more metadata fields
- Document's history may need to consolidated across various systems

# Machine Learning

- Artificial Intelligence (Baby Steps)
  - Entity Extraction
  - Document Classification
- User behavior and document history
  - Ability to anticipate the user
  - Determine firm\practice group culture
- Knowledge Management
- Emerging Tools for Unstructured Data

# Machine Learning and Unstructured Data

- 2:1 ratio Unstructured vs Structured Data for eSentio's 2017/2018 data migrations
- Est. 250 million documents in total in next 12 months
- Firms are making efforts to stop shared drive usage
  - Tech Committee \ GC supported endeavors
- Content locked down in DMS when unknown
- Entity Extraction and Auto Typing will allow us to start cleaning up in 2018
- Lessening fear of disposition

# Monitoring & Reporting

- Threat Detection
  - Abnormal User Behavior
- Reporting
  - iManage has made great inroads
    - Leader in logging activity
  - NetDocs getting there
    - JSON logs via REST API in 17.2 release
- Where are they going next?

# Practical Informational Governance

- Email Management
  - NetDocuments Email 4.4 improvements
- Unstructured Data
- Policy Deployment and Adoption
  - Policies can now have teeth
- China's New Cybersecurity Law
  - ndFlexstore

# Mobility Realized

- Anytime, anywhere
  - iManage and NetDocs have made significant strides in secure mobile applications for iOS and Android
- More integrated solutions
- Mobile user is more than a consumer
  - Document Edits
  - Search
- Seamless Interface across Devices
- Security

# Office 365 ready

- Co-Authoring
- Microsoft Flow
- Application Editing Ability
- OneDrive...

# Keeping score

- How have vendors done in keeping their promises?
- Which vendors are best positioned for specific challenges?
- What functionality can be improved.
- Vendor assessments projects on rise



# User Interface -iManage

## iManage

- Work 10
- Extensive interview process with clients
- Resulted in Superior UI
- Same look and feel across devices
- User centric search, Conversation threading, Filter by activity
- Similar to NetDocs model but expanded
  - Client \ Practice Group view of content

# User Interface - iManage

The screenshot displays the iManage Work web application interface. At the top, the iManage Work logo is on the left, and a search bar contains the text "Search within 1080.1000 - Larry Johnson Lawsuit". On the right, a user profile for "Andrew Case" is shown. Below the header is a navigation bar with icons and labels for "Documents", "Emails", "Matters", and "Clients".

On the left side, there is a "Filter" panel with expandable sections for "Views", "Latest Documents", "Latest Emails", and "Date". The "Latest Emails" section is currently expanded, showing options like "From me", "To me", "All", "Today", "Yesterday", "Last 7 days", and "Last 30 days".

The main content area shows a folder view for "Ford Motor Company (1080)" containing a sub-folder "1080.1000 - Larry Johnson Lawsuit" with "100 items". A list of email items is displayed, each with an icon, subject, sender, and date. The selected item is "Availability today [AJUBA-ACTIVE.FID97]" from "kthompson" dated "1/11/08".

On the right side, the "Properties" tab is active, showing details for the selected email: "Availability today [AJUBA-ACTIVE.FID97]", ID "#32508", sent on "Jan 11, 2008 8:55 AM" (47.6 KB). The sender is "kthompson" and the recipient is "ewhite@ajubalaw.com". The CC list includes "{F97}.Active@ilm2007.ajubalaw.com". It was filed by "Kelly Thompson | KTHOMPSON" on "Jan 11, 2008 8:55 AM".

At the bottom left, the URL "https://wrp.ajubalaw.com/index.html" is visible. At the bottom right, a partial email subject "ogatories re: Larry Johnson Lawsuit [AJUBA-..." is shown.

# User Interface - NetDocuments

## NetDocuments

- ndWeb 17.1 interface is old and stale
  - UI few years old now
- ndWeb 17.2 will have new look and feel
  - Beta openly available
  - Includes: Quick Search, Documents Menu, Matter Menu, Go To Matter, Navigation & Preview Pane Overlay, Power Bar
  - Scaled back on UI transformation

# User Interface -NetDocuments

The screenshot displays the NetDocuments web application interface. At the top, there is a search bar labeled "Search in Internal DMS" and a user profile "Hi, Jaqueline". Below the search bar, a navigation menu includes "DOCUMENTS", "MATTERS", and "RECENT". The "MATTERS" section is active, showing a list of matters. The list has columns for Name, Cabinet, Client, Matter, and Modified date. The matters listed include Navarro Trust, ACME, AI, Harvey Foundation, AFCR, CSU, Escrow trust, NCSU, DFS, HF, SFG, and HSG.

Name	Cabinet	Client	Matter	Modified date
Navarro Trust - 320321 - Federal rules of Civil Procedure - Legal Information Institute	State Farm Group	126398	126398	5/6/2016, 8:00 AM
ACME - 308858 - Acme v Appliance Distributor	Allstate Insurance Group	128343	128343	5/5/2016, 8:40 PM
AI - 314562 - Alliance International Agreement	Allstate Insurance Group	123465	123465	5/5/2016, 6:45 PM
Harvey Foundation - 397251 - Harvey summary federal rules	Allstate Insurance Group	135466	135466	5/4/2016, 4:30 PM
AFCR - 213214 - Acme Foundation civil rules	Berkshire Hathaway	167427	167427	5/4/2016, 12:40 PM
CSU - 932701 - California State University	Berkshire Hathaway	164876	164876	5/4/2016, 6:45 AM
Escrow trust - 296517 - Legal Information Institute	Berkshire Hathaway	135634	135634	5/4/2016, 5:30 AM
NCSU - 620193 - North Carolina State University	Berkshire Hathaway	126477	126477	5/3/2016, 8:40 PM
DFS - 231083 - Demetrius Food Service	Allstate Insurance Group	214534	214534	5/3/2016, 2:45 PM
HF - 927391 - Hathaway Foundation	State Farm Group	234667	234667	4/3/2016, 4:30 PM
SFG - 937312 - State Farm Group	State Farm Group	236444	236444	3/4/2016, 6:22 AM
HSG - 538208 - Harmons State Group	State Farm Group	235541	235541	2/4/2016, 2:25 PM

# Winner?

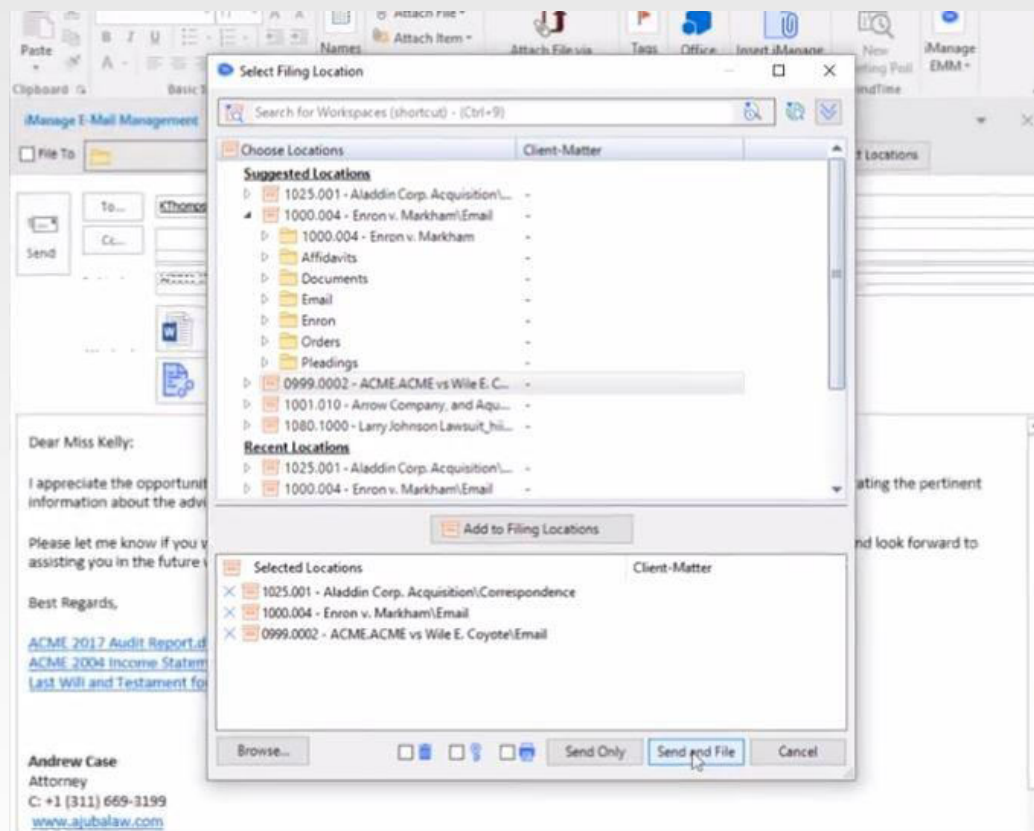


# Email Management

## iManage

- Communication Server
- Limited Suggested Filing
- More Scalable Deployment
  - Work 10 EMM still on premise
- Lighter Outlook plug-in promised

# Email Management



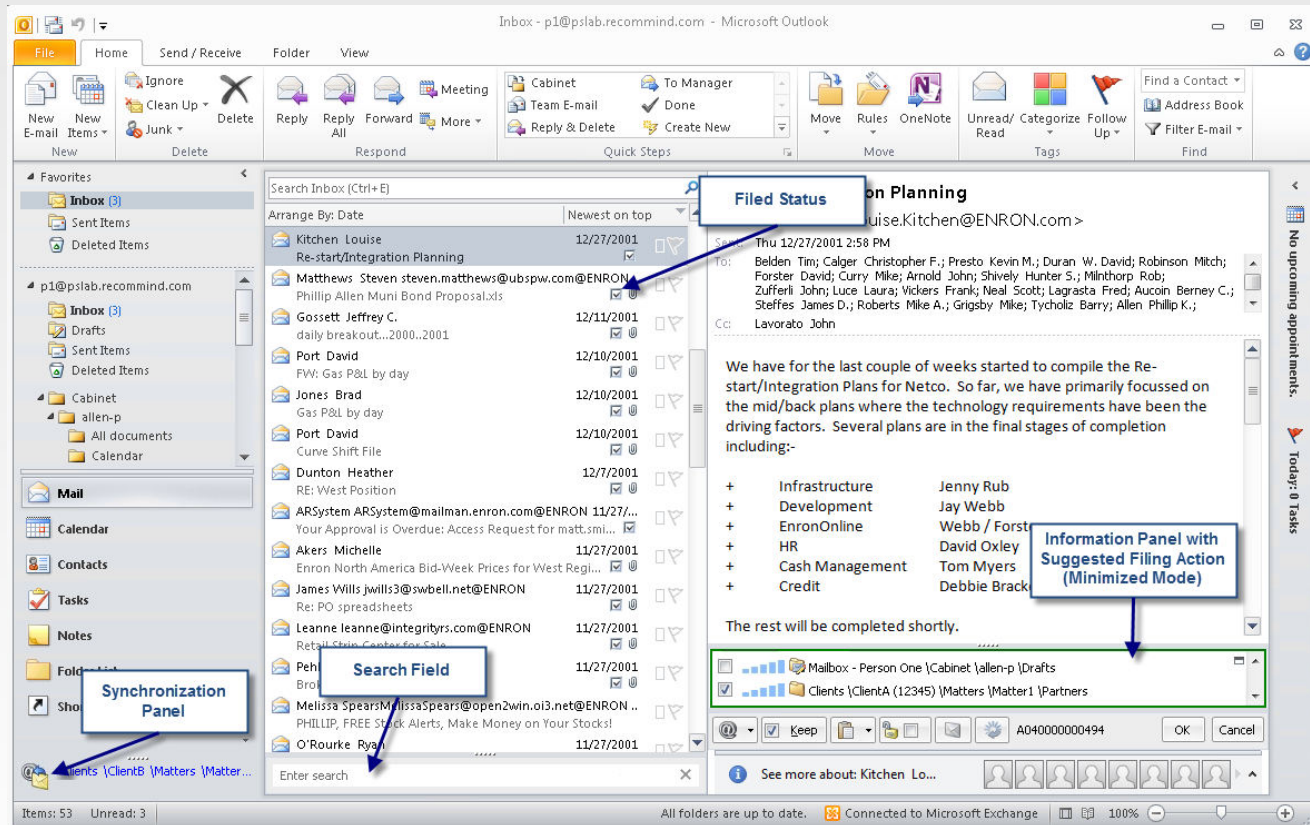
# Email Management

## NetDocuments EM

- Robust Suggested Filing
- Folder Filing Limitations
  - Being addressed in Q4 2017
- Not a True Cloud Solution yet
- Committed significant resources to move ND Email to the cloud and use technology for regular document filing
- Q1 2018 18.1 release ND Email cloud version will have predictive filing and filed email features.
- Full feature ND Email Cloud arriving in Q3 2018



# Email Management



# Winner?



# Mobility - iManage

- Previously a separate module
  - Software being integrated into core DMS server iManage Work
- Functional
- Support for managed app configuration
- Moving toward converged UI
- Enhanced offline synchronization

# Mobility - NetDocuments

- Can be zero touch experience
- Good Technologies for MDM
- App Config version release for Airwatch and Mobile Iron
- Works great with Office 365
- File encryption at rest using device and NetDocs encryption
- NDSync
- Android and iOS applications available

# Mobility

The screenshot shows a mobile application interface. At the top, there is a search bar and a status bar showing 6:24 PM. Below the search bar, there is a navigation menu with icons for Home, Cabinets, Recent, Offline, and Upload. The main content area displays a list of documents under the heading 'Project Documents'. The documents include 'Hello world test doc', 'Test - large file - PPT presentation...', 'Test - medium file - Excel workbook...', 'Test - medium file - PPT presentation...', 'Test - medium file - Word document...', 'Test - small file - Excel workbook - 1...', 'Test - small file - PDF file - 1 MB - D...', 'Test - small file - PPT presentation...', and 'Test - small file - Word document - 1...'. Each document entry shows the file name and the last modified date by 'Doug Medeiros'. Below the list, there is a preview of a document titled 'Test - small file - Word...B - DCM 20170504.docx'. The preview shows the title 'Test Document' and 'Lorem Ipsum' text. At the bottom, there is a status bar showing 6:24 PM.

The screenshot shows a mobile application interface. At the top, there is a search bar and a status bar showing 2:33 PM. Below the search bar, there is a navigation menu with icons for Home, Cabinets, Recent, Offline, and Upload. The main content area displays a list of documents under the heading 'AES 2007 Taxes Source Documents'. The documents include 'ACE Engagement Letter', 'ACE Brochure', 'ACE 2004 Income Statement', 'ACE Income Statement', 'ACE Financial Statement Notes', 'ACE Cash Flow Statement', 'ACE Brochure', 'ACE Balance Sheet', 'ACE Auditor Statement', 'ACE Audit Report', 'ACE 2004 Balance Sheet', 'ACE 2004 Audit Report', and 'ACE Management Statement'. Each document entry shows the file name, the last modified date, and the file size. Below the list, there is a preview of a document titled 'ACE Engagement Letter'. The preview shows the title 'Dear ACE:' and the body text. At the bottom, there is a status bar showing 2:33 PM.

# Winner?



# Security

- iManage
  - ISO certified data centers
  - Beyond this security methodology is unclear
  - Q4 2017 has promise of Customer Held Encryption Keys
- NetDocuments
  - Went to financial sector clients of law firms and built a security model that they would approve
  - quantum number generated encryption keys, matter workspace keys, potential of own HSM.....
  - Annual SOC 2+ audits, ISO 27018 SEC FINRA Compliance.....



# Winner?

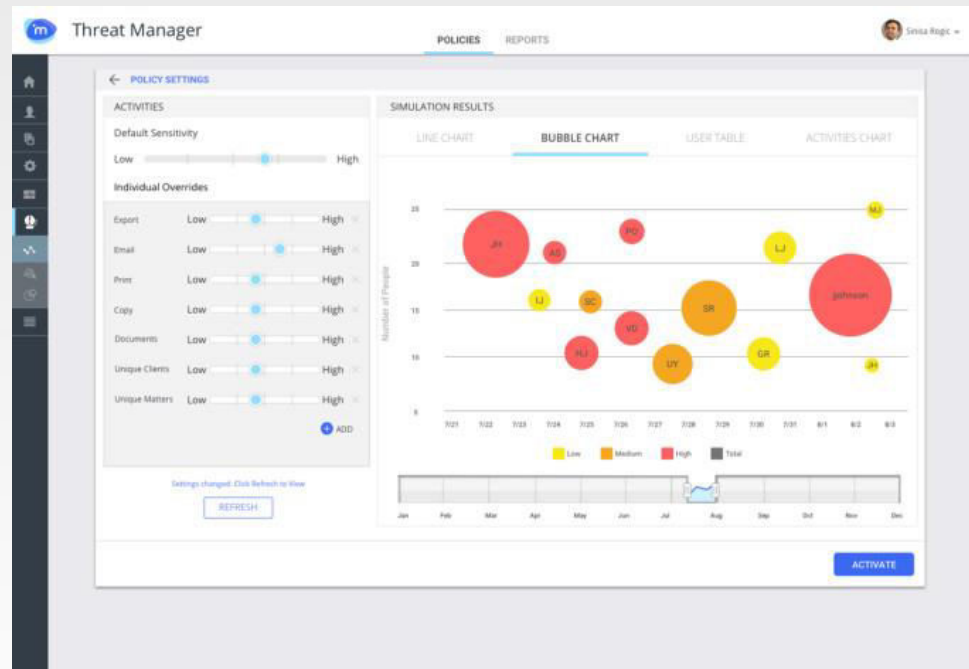




# Monitoring and Reporting

- iManage
  - Clients will miss ability to query DB directly
  - REST API coming, 3rd party tools available
  - Threat detection and other document history reporting included in Work 10
- NetDocuments
  - No native reporting and very limited ability to create reports
  - They understand this deficiency and working to improve
    - JSON activity logs via REST API
    - Better logging including secure link monitoring
  - Splunk

# Monitoring and Reporting



# Winner?



# Machine learning

- iManage
  - RAVN acquisition “BOLD MOVE”
  - Auto Classification
- NetDocuments
  - Search Based
  - Auto Classification - Coming Soon

# Winner?



# Winner?

YOU!!!

# The future for iManage

## iManage Cloud

- Plans for Docker\Mesos cloud solution intriguing
  - Technology Stack is complex but is based on many proven technologies
  - Still looks to be multi-tenanted solution
- RAVN acquisition has huge potential
  - IDOL replacement Q4 2017
  - Where does it fit into their technology stack?
  - Sizing
- How they integrate all these technologies and modules will decide how successful their cloud strategy will be
- Better Rest API

# The future for NetDocuments

- UI enhancements 17.2 and beyond
  - Entity extraction this year, Auto-classification in the future
  - Collaboration Spaces Q1 2018
  - REST API
- Invisible DMS
  - ndMirror
  - ndSync
  - ndOffice 2.1
  - ndFlexStore
  - Microsoft Flow integrations
- Cloud based ND Email
- Embedded 3<sup>rd</sup> party tools (Workshare compare)



# Q&A

