

Dykema Gossett Completes Successful Conversion from both eDocs and iManage to NetDocuments

Dykema Gossett ("Dykema"), a leading national firm with 15 offices and over 425 attorneys, consolidated two separate on-premises document management systems with the successful implementation of NetDocuments cloud-based service in late 2015.



CHALLENGE

To fully support the firm's commitment to providing exceptional value to clients, Dykema required a modern document and email management platform that provides improved searching, mobility and collaboration – both internally across the firm's growing number of offices and also externally with clients. The firm also wanted to simplify its IT operation by decommissioning the growing number of servers required to run on-premises systems. Finally, Dykema sought a solution that would reduce overall risk of its core technology systems by providing higher levels of security, compliance, and business continuity.



SOLUTION

Dykema sought a solution that would ensure continual innovation and also keep pace with the firm's growth – driven in large part by the recent merger with Texas-based Cox Smith Matthews. Dykema conducted an extensive due diligence process, which resulted in the firm selecting NetDocuments as the DMS platform that best met the firm's requirements for usability, security, compliance, collaboration, search, and built-in mobility. Fully vetting the security and compliance of NetDocuments was an extremely important part of Dykema's process, and after extensive conversations with key stakeholders, the firm agreed that NetDocuments provided the highest levels of security and compliance available.



IMPLEMENTATION

Dykema's project team worked in conjunction with the NetDocuments team to migrate millions of documents from the two on-premises systems, consolidating them into a single, secure NetDocuments cloud repository. And because NetDocuments did not require physical hardware or complex workstation configuration, Dykema was able to focus its project resources on the most important aspect of the project – user training and adoption. The firm deployed a mix of video-based and live training in its various offices across the country.



RESULT

The transition from two different on-premises systems to native cloud-based NetDocuments enabled Dykema to simplify its technology, while at the same time provide improved features and functionality, as well as higher levels of overall security and compliance. Dykema will now benefit, like all NetDocuments customers, from the continuous updating and improvement provided by the NetDocuments software-as-a-service solution.

"It used to be that the burden of maintaining and upgrading the DMS was all on us," commented Bryan Ramirez, Director of IT at Dykema. "NetDocuments has changed all that by taking care of the DMS for us, allowing our IT team to focus on more strategic technology initiatives."

— Dykema's Chief Administrative Officer, George Casbeer, commented that, —

"NetDocuments has not only improved our internal IT efficiency, but has also elevated the level of service and security we can now provide to our clients. Our users now have the document and email management solution they need to help move our firm forward from a technology and client service standpoint."