

Is Managing your Document Management Software Costing Your Firm Time and Money?

Managing Document Management Software applications like iManage is complex, unless you use Alluvio™ Aternity to proactively identify and resolve issues before your fee-earners are affected.

Alluvio Aternity partner closely with some of the largest and most prestigious global legal firms, with the primary aim of helping them to optimise the performance of their critical business applications. Within these organisations there has been one common theme that's been keeping IT awake at night – managing their Document Management Software (DMS) so it delivers optimum performance.

The Challenge

The centralisation of documents in legal firms enables many benefits, including better collaboration and a more efficient way to ensure compliance around holding sensitive client data. However, with any centralisation approach there is a reliance on having a performant network and resilient infrastructure to underpin this model. In a world where users are now mobile, this infrastructure is completely outside of IT's control, yet it can have a huge impact on the performance and availability of their DMS, and subsequently, the success of the business.

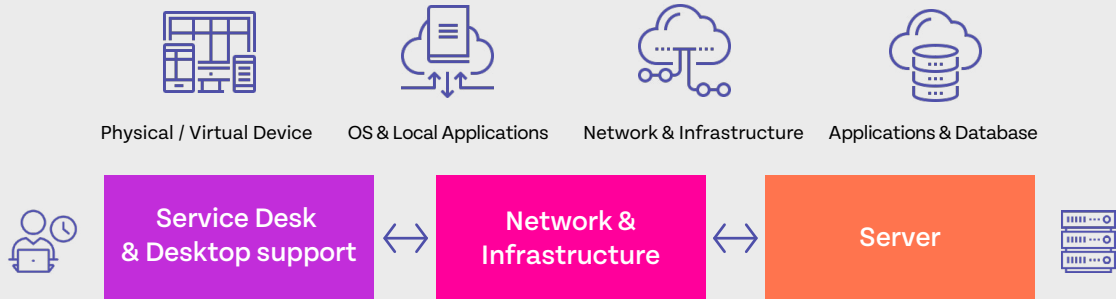
There are many moving components between the end-user and the data they are accessing, meaning



that when problems do arise, it can prove extremely challenging for IT to triage the issue. Managing Document Management Software performance, when SaaS-delivered, further complicates this landscape, and only serves to increase this visibility gap.

When problems occur (as they do), how does IT know where to start the triage process? Is it a device, network or infrastructure problem? Is it the SaaS platform or the actual application itself that's slow? How wide and deep is the spread of poor performance,

Isolating the source of issues is complex, especially in SaaS-based architectures.



which users are actually impacted? All valid questions that are often difficult to answer.

Getting the right lens on the issue and the right team engaged at the earliest stage is crucial. This not only helps to reduce MTTR, but ultimately enables the end-user and the business to be productive again – quickly.

Lawyers are a very expensive alerting system

Each legal firm that we speak with has the goal of being more proactive when responding to IT issues within their estate. IT want to be the first to know when problems are occurring as this gives them a window of opportunity to fix the issue, or, if this can't be done quickly, they can notify their users upfront that they are aware of the problem and are working in the background to get it resolved.

Let's face it – IT problems are commonplace – that said, end-users are often more sympathetic if they know that the issue has been identified and that the business is working in the background on a resolution. If lawyers (or other expensive fee-earners) are constantly having to alert IT to problems, there comes a point where they simply accept that poor stability and performance is the norm, which in-turn drives poor internal CSAT scores, and a poor employee experience. This is definitely a bad thing for the business.

Managing your Document Management Software with Alluvio Aternity

Although the DMS is vital to the operational efficiency of the business, and plays a key role in securing and managing the endclients data, it won't be able to tell you about the experience of internal users, nor will it tell you how they are interacting with it.

Now imagine if IT could have visibility into how long it takes for each user to open or save a document regardless of where it's hosted? Or how long a search query takes to complete? How often does the DMS crash? Or how long does the DMS Outlook plugin take to load?

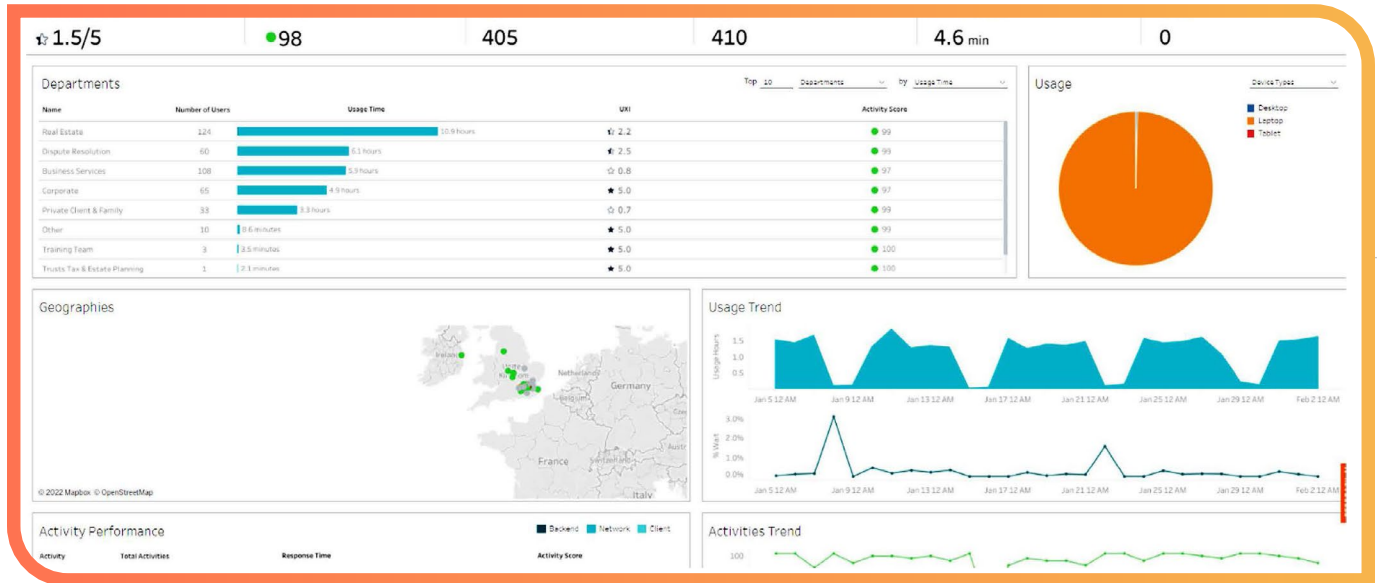
When there is an issue, what if the business could understand in an instant how widespread the issue is, who's impacted and what locations are affected. For example, is it all locations, or just remote workers, or users with a certain type of device? What if we could shine a light on where exactly the problem was – user device, network, application, cloud, so that IT could work on a fix instantly.

All of those 'what-if's' can be answered with Alluvio Aternity End User Experience Monitoring.

Whether it's iManage, Worldox, LexWorkplace, ProLaw, we have successfully helped solved all of these challenges (and more), by leveraging the power

of Alluvio Aternity at some of the most diverse legal firms in the world.

Managing your Document Management Software should save your firm time and money – not the other way round.



Review all of a user’s applications running on any device. Identify every business activity performed, and track response time vs. baseline. Use colour-coded status to immediately validate complaints of poor application performance. See how all users using DMS platforms are experiencing the performance and highlight any with a bad experience.

For more details on the Riverbed End-User Experience Monitoring visit <https://www.riverbed.com/en-gb/products/end-user-experience-monitoring>



Riverbed – Empower the Experience

Riverbed is the only company with the collective richness of telemetry from network to app to end user that illuminates and then accelerates every interaction so that users get the flawless digital experience they expect across the entire digital ecosystem. Riverbed offers two industry-leading solution areas – Alluvio by Riverbed, an innovative and differentiated Unified Observability portfolio that unifies data, insights, and actions across IT, so customers can deliver seamless digital experiences; and Riverbed Acceleration, providing fast, agile, secure acceleration of any app over any network to users, whether mobile, remote, or on-prem. Together with our thousands of partners, and market-leading customers across the world, we empower every click, every digital experience. Learn more at [riverbed.com](https://www.riverbed.com).