

Transition To DM 5.2: What's your version?

DOCS Open 3.x?

DOCS Open 4.x?

DM 5.1.05?

FAITH DREWRY - Director, Consulting Services
EIM International

AMY FREESE - Director of Information Services
Cozen O'Connor

JOE B. OATES - Chief Information Officer
Wright, Lindsey & Jennings LLP

KATHY SMITH - System Administrator
Nixon & Vanderhye, P.C.

JEANNE HOLWERDA - VP, Professional Services
Onward Technologies, Inc.

PAUL WITTEKIND - Director of Information Technology Services
Porzio, Bromberg & Newman, P.C.

Firm Statistics - Session Panel

FIRM/COMPANY	# ATTORNEYS	# OFFICES	TOTAL# USERS	Upgraded from
Cozen O'Connor	550	24	1100	DM 5.1.05
Nixon & Vanderhye, P.C.	44	1	120	DOCS Open 3.9.6
Porzio, Bromberg & Newman, P.C.	95	3	265	DOCS Open 4.0 Build 61
Wright, Lindsey & Jennings LLP	60	2	140	DM 5.1.05
Other Firms (as represented by EIM and Onward)		20+	Up to 2000	DOCS Open – 4 sites PowerDOCS – 3 sites DM 5.1.05 – 14 sites

Desktop & SQL Operating System

FIRM/COMPANY	DESKTOP OS	SQL VERSION & SERVER OS BEFORE UPGRADE	SQL VERSION & SERVER OS AFTER UPGRADE
Cozen O'Connor	Windows XP Pro SP2	SQL 2000 SP4 Server 2000	MS SQL 2005 SP2 64-bit (compatibility mode 80)
Nixon & Vanderhye, P.C.	Windows XP SP2	SQL 7.0 Windows 2000	SQL 8.0 Windows 2003
Porzio, Bromberg & Newman, P.C.	Windows XP Pro SP3	SQL 2000 Windows Server 2003 R2 SP2	SQL 2005 Windows Server 2003 R2 SP2
Wright, Lindsey & Jennings LLP	Windows XP Pro	SQL 2000 Server 2000	SQL 2005 Server 2008
Other Firms (as represented by EIM and Onward)		SQL 2000	SQL 2005 or SQL 2008 64-bit

DM Server Operating System

FIRM/COMPANY	DM SERVER OS BEFORE UPGRADE	DM SERVER OS AFTER UPGRADE
Cozen O'Connor	Windows Server 2003 R2 SP2	VM Server with Windows Server 2003 R2 SP2
Nixon & Vanderhye, P.C.	Windows Server 2000	Windows Server 2003
Porzio, Bromberg & Newman, P.C.	Windows Server 2003 R2 SP2	Windows Server 2003 R2 SP2
Wright, Lindsey & Jennings LLP	Windows Server 2000	Server 2003
Other Firms (as represented by EIM and Onward)	Windows Server 2000	Windows Server 2003 to Windows Server 2008

Advantages - Integration

- **Application Integration Options**
 - COM Automation for MS Office 2003 & 2007
 - Enhanced Outlook integration
 - Faster Document Response on Open/Transfers/Saves
 - Support for MS Word Document (Auto) Recovery
 - Support of MS Word as the Outlook e-mail editor
 - Better support of MS Word Mail Merge
 - Application's X Close
 - "Save as" DM Version

Advantages - Interface

- **Flexible and Customizable Interface**
 - Outlook 2003 & 2007 DM Extension
 - Windows Explorer XP or Vista DM Extension
 - Available from ALL integrated applications – DM does not have to be opened first
 - DM WebTop
 - Lotus Notes 6.5, 7 and 8 Basic DM Extension

Advantages – Save UI

- **New “Save” User Interface**
 - Save via Profile form OR
 - Save via Dynamic Views and enhanced matter centrlicity
 - Consolidation of silos of information based on:
 - ▣ client
 - ▣ matter
 - ▣ document types
 - ▣ workspaces or folders
 - Profile form auto-populated based on node selection in tree structure
 - Dynamic View tree structure and Profile displayed side by side
 - Additional tabs for Profile, Preview, and Versions view

Advantages - Profiles & Lists

- **Enhanced Profile Features**
 - E-mail header fields
 - Searchable
 - Displays on the Profile
- **Enhanced List Features**
 - Quick Retrieve or Search Results List
 - Icons clearly identify document application
 - Word, Excel, PowerPoint, Adobe, etc.
 - Columns are customizable per user

Advantages - Searches

- **Flexible Search Options**
 - Full text indexing allows for content searches
 - Ability to search for:
 - Document Name
 - Description
 - Document contents
 - E-mail message header fields
 - “Easy Search” on the Quick Retrieve screen enables search for document number or Document Name

Advantages - E-mail

- E-mail Management
 - E-mails saved into DM from Outlook mailbox folders individually or bulk
 - Additional e-mail save options
 - ▣ Save attachments separately or as original message (embedded)
 - ▣ Save attachments with specific options
 - ▣ Delete e-mail from Outlook after save
 - ▣ File and Send
 - ▣ Drag and drop incoming e-mails to dynamic view folder
 - E-mails stored in DM instead of personal Outlook accounts
 - Reduction of mailbox storage on Exchange Server

Advantages - Security

- **Flexible Security**
 - “Deny” rights can be set for any group or user overriding profile defaults
 - “Published Version Only” can be set to limit user or group access to the published version ONLY
 - Custom profile defaults can be set in Library Maintenance to guarantee security on particular clients or matters
 - Users can set profile defaults designating trustees for documents created from their desktop
 - Users can create a workspace and add folders that represent “security templates”
 - Drag & drop documents to the folder
 - Security inherited based on folder security

Planning the project

Hire an Outside Consultant?

- Upgrade from DOCS Open 3.x or 4.x requires professional services for SQL table comps and index server
 - Open Text Professional Services
 - EIM International
 - Onward Technologies
- Hardware/software configuration for Citrix and desktop images
 - Open Text Professional Services
 - EIM International
 - Onward Technologies
 - Kraft Kennedy
 - IPM
- Training on various components and processes of DM
 - Open Text Professional Services and Partners
 - Traveling Coaches
 - The Payne Group

Planning the Project - The Team

It takes a team!

- Project Manager/Consultant - schedules and tasks
- SQL DBA/DM Administrator –DM library databases and indexer
- Applications Analyst –firm templates, styles, and forms
- Training Manager –training materials and workshops
- Help Desk Manager – client/desktop image and configuration
- Systems Engineer – server configuration for DM Index server, SQL server, and document server
- Pilot team – 10 to 12
- Floor support - POST UPGRADE

Planning the Project - First steps

Getting started:

- **Design and Defaults**
 - Profile form
 - Outlook integration and view
 - Windows Explorer view
 - Dynamic View
 - WebTop view
- **Testing**
 - Application integration
 - Firm templates, styles, and forms
- **Training**
 - Train prior to desktop upgrade
 - Group by department and practice groups
 - Group by attorney, paralegal, secretary, support staff
 - Plan for workshops on advanced features

Planning the Project - Considerations

Items to Consider:

- **Timeline of project**
 - How does the rollout affect peak times for some practice areas?
 - Will the rollout take place during fiscal year-end?
- **Communication and deadlines**
 - Ensure that sufficient buffers are provided for deadlines
 - Identify items that are vendor responsibility
 - Identify items that are internal (e.g., patch fixes and cumulative releases)
 - Communicate deadlines, obstacles, and delays so that the user community understands the causes may be software issues and not the result of poor planning by the technology department

Planning the Project - Technicalities

Items to Consider:

- **Technical setup**
 - Determine folder redirection for temp & cache locations
 - Citrix, Terminal Services, VPN setup and access
 - DM Footer customization
 - Launch Methods for custom applications
 - Matter Centric planning
 - E-mail policies to back up functionality
- **Design of the workspaces and setup**
 - DM Folders or Dynamic Views?
 - Design functional for ALL users or should it be practice specific?
 - Document types – too many or too few?
 - Allow users to create ad hoc folders or views?

Planning the Project - Users

Items to Consider:

- All users are not created equally
 - 95% of the installs may go perfectly
 - 5% may be worst case scenario
 - Select appropriate pilot team members
 - - patient
 - - good communicators
 - - savvy or semi-savvy users
 - - respected by other coworkers
 - - positive about change
 - Consider including one or two “problem users”
 - - software manipulators
 - - multi-taskers who “push it to the limit”
 -
 -

Interceptor...or not...

PROs of Interceptor

- Interceptor allows full integration with DM for Windows applications such as:
 - Acrobat Reader
 - Notepad
 - MS Document Imaging
 - MS Project
 - MS Publisher
- Interceptor can be configured for electronic filing (E-Filing) to upload court documents or SEC filings to a web site directly from DM without exporting the document to a local drive.

CONs of Interceptor

- Makes response times opening DM or opening/closing documents a bit sluggish
- Extra clicks for the user
- Training is required to understand how to turn on and off integration from within Interceptor in special cases
- Training necessary for best practices when user gets Interceptor pop-ups
- If these apps are not used, then there is no need to introduce another component to the workspace

Deployment Planning

- **Servers must be upgraded first**
 - Upgrade the 'backend' prior to client rollouts
 - Can upgrade servers and then upgrade clients days or weeks later
 - Can support a mixed DM and DOCS Open environment
 - Perform table comp changes on the SQL server
 - Establish compatibility between the client version and the server version
 - DM 5.2.1 does not use ODMA integration – uses COM integration instead
- **Create deployment package and components**
 - Create deployment package for every library DM server
 - Include registry settings and macros (components)
 - Deployment package will be run from DM Server
- **Client upgraded on Desktops next**
 - If more than one office – complete one office at a time
 - Group by Floor or Department or Practice group or Team

Perspectives On Moving From DOCS Open 3.x Or 4.x

Keep it Simple

- So many new features available – don't inundate users with everything at once
- Focus on a few key features of highest importance
- Follow up every couple of weeks to introduce new or advanced features
- Saved projects and searches may have to be recreated
- Be sure to redesign profile form to take advantage of new features

Tips

- Introduce matter-centric functionality
- Give users a preview of DM views:
 - Windows Explorer
 - Outlook
 - WebTop
- Review Search capabilities
 - More options
 - Easy to save and edit
- Establish guidelines for saving e-mails to DM

Perspectives On Moving From DM5.1.x

New Features for DM 5.2

- Flexible and Customizable Interfaces
- New Save User Interface –No Profiling
- Enhanced Matter Centricity
- Flexible Search Options
- E-Mail Management
- Application Integration Options
- Flexible and Granular Security

eDOCS DM 5.2 Baseline for other Open Text Technologies:

- eDOCS BPM Integration
- Enterprise Connect
- eDOCS Email Filing
- eDOCS Email Archive
- CLM Services for SharePoint, eDOCS Edition

Marketing The Upgrade To Users

Marketing Plans

- Presentations to Administration and/or Executive committee
- Informational luncheons for specific employee groups
 - Secretaries
 - Paralegals
 - Administrative staff
- Technology Committee member discussions - share the benefits of the upgrade to members of their practice groups and branch offices
- WOW Sessions – show them all the WOW factors of the program
- Pilot Group Reviews - focus sessions to be offered to all persons during initial month of pilot usage and feedback

Training

Recommendations:

If upgrading from DOCS Open to DM 5.2:

- ½ day training for support staff
- 1 hour for attorneys
- Group training by department
- New desktop image available when person returns from training
- 2 hour session one week after initial training for secretaries and paralegals - others are welcome to attend
- 2-3 weeks post-conversion Q & A sessions during lunch time

Focus:

- Creating folders
- Modeling matter-centric folders
- Moving matter-related emails
- Features relevant for the user group
- Attorneys LOVE Dynamic Views
- Secretaries aren't going to save documents via Dynamic Views - are used to forms
- Secretaries are often the ones responsible for filing emails
- Consider designing a separate Dynamic View tree for support staff based on author
- Client/matter tree view is seldom relevant for administrative users

Support After Training

- ❖ **Floor support persons**
 - 2 for every 15 users during initial 3 to 4 days post-conversion
 - 1 person for following weeks
- ❖ **"Drop-in" center**
 - Staffed by floor support person
 - Provides user assistance requiring more than 5 minutes
 - Provides a location away from interruptions
 - Encourages less-aggressive users to seek assistance



Benefits from Upgrading

What the users liked...

- **Introducing new user interface and Dynamic Views**
 - Easier to organize
 - Easier to search for documents
 - Easier to work with matter-centric layout
- **Outlook integration**
 - Searching e-mail fields and profiling e-mail - *major improvement*
 - Foldering encourages movement of information into DM
 - Drag-and-drop - *worth the upgrade*
 - Dynamic Views makes organization much easier
 - Application and folder icons – easier to navigate
 - Saving e-mail attachments is so efficient and puts them in one location instead of several locations
- **Content searches are much faster**
- **“Save as DM Version” is a popular option**

Lessons Learned

Wisdom from the project team...

Working with DM 5.2

- Waiting until DM 5.2 was worth the wait!
- Clean it up!
 - Reduce the amount of document types
 - Delete old documents
 - Determine what legacy information is to be moved to DM
- Test Outlook integration to ensure no problems - that is the platform used the most.
- Learn the particulars of each practice group's current practices
 - Identify how they will re-engineer their work practices
 - Identify the limitations
 - Consider consolidation of all information into DM and take advantage of the benefits
- Focus on the features and define how the firm will use them.
 - Communicate procedures and features to the users
 - Demonstrate the benefits
- Adopt firm policies surrounding use of email profiling.

Lessons Learned

Wisdom from the project team...

Working with SQL, DM Servers and Workstations

- Identify all factors that might affect performance at the back-end
 - activity log size
 - full-text indexer performance
- Take inventory of infrastructure
 - New software on older hardware is seldom a recipe for success
 - Well-timed infrastructure upgrades can add to the perceived success of the project (i.e., "Wow, it's so much faster now!")
- Avoid upgrading other software at the same time
- Install .Net 2.0 Framework on all workstations prior to installing DM 5.2

Resources

Open Text Online

- <http://opentext.com/2/opentext-online.htm>

Open Text Communities

- <http://communities.opentext.com/communities/lisapi.dll?func=ll&objId=8423032&objAction=browse&viewType=1>

Open Text Knowledge Center

- <https://knowledge.opentext.com/knowledge/lisapi.dll/open/14639448>

ILTA Open Text Peer Group

- <http://www.iltanet.org/MainMenuCategory/Members/PeerGroups/OpenText.aspx>

Questions?

Jeanne Holwerda - VP - Professional Services Onward Technologies, Inc.	jholwerda@onwardtek.com
Faith Drewry - Director, Consulting Services EIM International	faith.drewry@eimintl.com
Amy Freese - Director of Information Services Cozen O'Connor	afreese@cozen.com
Rhonda Lewis - ILTA Open Text Peer Group VP Systems Application Analyst Balch & Bingham LLP	rlewis@balch.com
Joe B. Oates - Chief Information Officer Wright, Lindsey & Jennings LLP	joates@wlj.com
Kathy Smith - System Administrator Nixon & Vanderhye, P.C.	KA@nixonvan.com
Paul Wittekind - Director of Information Technology Services Porzio, Bromberg & Newman, P.C.	pcwittekind@pbnlaw.com