

* Case Study

“Critical to Taylor Wessing’s electronic filing strategy was the replacement of its manual records management practices with the Interwoven Records Management system. We needed an external consultancy to provide industry experience in RM best practice and procedure – we found that in Oyster IMS who expertly guided us through the transition.”

Tim Hyman
IT Director, Taylor Wessing LLP

Taylor Wessing

Oyster IMS undertake the first EMEA implementation of Interwoven Records Manager v5 at law firm, Taylor Wessing

The company

Taylor Wessing LLP is a leading international law firm with offices located primarily in the three largest economies in Europe as well as the emerging markets in Asia and the Middle East. Employing 700 lawyers, revenue in 2007 exceeded £160 million.

The background

Like many organisations today, Taylor Wessing continues to manage a significant proportion of their records in paper format. These record collections were being managed through a legacy system built on an AS400 platform, which was going to be rendered obsolete by virtue of a parallel project to replace the firm’s practice management system. Consequently a replacement records management solution needed to be procured and implemented.

The IT Department undertook a formal tender exercise which resulted in the selection of Interwoven Records Manager (IRM), to be supplied and implemented by Tikit (www.tikit.com), a leading systems integrator within the legal sector. This was to become the first implementation of IRM within EMEA.

The solution

Oyster IMS were approached by Tikit to fill the role of Process Consultant on the project. Tikit, whilst skilled to implement IRM from a technology perspective, recognised that they did not have the knowledge of records management disciplines and best practice needed to design and implement the business processes to underpin the technology solution.

Oyster IMS’s first task was to map the existing processes surrounding the management of paper files throughout their lifecycle. This involved working closely with the on-site Records Management team, meeting with representatives of each of the business functions and liaising with the firm’s third party archive vendor.

This information was then used to produce a Functional Specification which defined in detail how each of the processes associated with the management of paper files would operate following the introduction of IRM, specifically:

- Creation of new paper files
- Lodging paper files into the archive
- Retrieving paper files from archive locations
- Returning paper files to archive locations
- Disposing of archived paper files

The result

The Functional Specification provided Tikit with the information they needed to configure the software and to customise reports to meet Taylor Wessing's requirements.

The migration of data from the legacy AS400 system into IRM represented the next challenge. Oyster IMS worked with Tikit to map the data fields from both systems and later developed the test cases which allowed the data migration results to be tested. In all, three test data migration cycles were undertaken.

With the data successfully migrated, the Records Management team were ready to start using IRM. To prepare for this switch over, Oyster IMS produced a detailed Operating Manual and delivered two days of training to the three-man team. Oyster IMS maintained an on-site presence for three days after go-live to support the Records Management team over this transition period.

After six weeks of successful operation, the Records Management team was entirely comfortable with the operation of IRM. At this point, a pilot implementation of the end-user module of IRM was undertaken within the Private Client department. The IRM end-user module provides an interface for secretaries and fee-earners to create new paper files and to search for and request archived files. The introduction of this functionality resulted in significant changes to the working practices of the secretarial / fee-earning staff as well as the Records Management team. Oyster IMS delivered training to the pilot group and provided on-site support immediately following the pilot go-live.

On successful conclusion of the pilot, the roll-out of IRM across the London office was sanctioned. Oyster IMS trained Taylor Wessing's internal trainers to deliver the end-user training.

Critically, the implementation of IRM was successfully achieved well in advance of the decommissioning of the legacy AS400 platform which had been the projects primary driver. However, Taylor Wessing also derived benefit in the following areas:

- More robust and efficient business processes surrounding the lifecycle management of paper files, including the introduction of barcode-enabled file tracking.
- Less manual data input by the Records Management team, driving down data entry errors and reducing instances of duplicated effort.
- Releasing the Records Management resources to undertake more value-added activities, such as the regularly and timely disposition of paper files.
- Greater ownership and accountability for paper records amongst the user population.

The introduction of IRM solution for the management of paper files also established the technical foundation upon which the management of electronic records could be introduced at a future date.



Professional Information Management is vital for all businesses, whatever their size. Dealing with the flow of information, both internally and externally, is the key to managing business efficiency and effectiveness. Oyster IMS provides consultancy and project management services in the field of Information Management. Areas of expertise include information audits and strategy; document and records management; data analysis and migration; document scanning, indexing and recognition; digital mailrooms.

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