



## PROFESSIONAL DOCUMENT MANAGEMENT – BIG TIME

From now on, globally active law firm Baker & McKenzie can run its large-scale processes more efficiently – with help from CENIT ECLISO and IBM eDiscovery.

Baker & McKenzie is a leading international law firm in the commercial law field and often represents clients in large-volume disputes. The associated proceedings are usually highly complex and involve a great wealth of data (e.g. entire hard disks) of widely varying formats (e.g. emails, Office documents). Processing such cases by way of normal paper files is virtually impossible. Reviewing and evaluating such large data volumes and arriving at the correct decisions in the interest of the client are major challenges for any law firm. A significant step towards overcoming these challenges can be to rely on the electronic file CENIT ECLISO and the analysis software eDiscovery by IBM.

### REQUIREMENTS IN A LEGAL ENVIRONMENT

The individual requirements of Baker & McKenzie were developed in a collaborative effort with the users in the law offices, i.e. the attorneys themselves. By integrating both the IT department and the legal staff from a very early stage on, it was possible to customize the CENIT ECLISO product to the specific processes and requirements of a major law firm and thus make it available for tackling the special needs of legal casework.

Here, legal casework involves five work steps:

- **Launch:** Development of an electronic case file, classification by client type and jurisdiction. Additionally, all framework data of the case should be registered.
- **Data import:** Recording and indexation of content, irrespective of format: CDs, DVDs, emails, written records, fax documents, etc.
- **Analysis:** Review of content for purposes of evaluating the facts of the case by way of case-related searches, analyses and research within the documents. This produces a collection of materials consisting of electronic notes and bookmarks referring to individual text passages.
- **Text processing:** Development of legal briefs within the digital case file, export of the materials collection as well as management of all document exchanges with the client and/or the court.
- **Delivery:** Finalization of the brief as well as export in various formats.

“We decided to work with CENIT and IBM because their technology gives us a competitive edge over other law firms”, says Michael Raab, IT Director at Baker & McKenzie, in summarizing the decision. “We use the technology to drive our product ‘BakerPro’. BakerPro is a one-stop shop for our clients;

it offers a whole range of project management and analysis tools, and it makes us faster and better in our consulting”, says Dr. Heiko Haller, Litigation Partner at Baker & McKenzie.

## STEPWISE ROLLOUT AND CONTINUAL CUSTOMIZATION

Together with IBM, CENIT is gradually implementing this project at Baker & McKenzie. A special implementation challenge was integrating the standard products into an overarching solution and configuring it to meet to the special requirements of the Baker & McKenzie lawyers – in the end, the ‘BakerPro’ solution.

For example, the cross-board solution has to ensure that all information pertaining to a case receives due consideration, even when thousands of individual documents have to be analyzed.

## COMPETITIVE EDGE FOR BAKER & MCKENZIE

In tandem with the introduction of the digital case processing solution, the staff received the necessary training. “At first our colleagues were somewhat skeptical, but meanwhile the practical advantages have convinced them all”, says Dr. Heiko Haller in describing staff reactions.

CENIT ECLISO and the IBM products enable Baker & McKenzie to work professionally with large data volumes that can be rapidly imported and analyzed. Now Baker & McKenzie can quickly locate the right information and swiftly offer legal opinions.

Furthermore the software offers the law firm a competitive edge. “With our new single-source, end-to-end solution, we can offer our clients feedback much more quickly than previously, even in complex proceedings”, explains Dr. Heiko Haller. “Also, BakerPro has significantly shortened our research times. That offers our clients added value, because it reduces the legal consulting fees.”

## ECLISO INCL. ELECTRONIC FILE IN USE FOR LAW-RELATED PURPOSES

CENIT has made it its job to make ECLISO a particularly high-quality tool for users of electronic file processing systems. ECLISO has now been expanded to become a flexible end-to-end solution for knowledge workers, with a special focus on content-related management of documents. Content-related management means that ECLISO supports the user in providing rapid and unobstructed electronic access to the content of the documents. In its special, sector-specific version for

## [ AT A GLANCE ]

### Challenge

Electronic document management in large-volume legal disputes.

### Solution

Digitization of all case-related documents, including search and processing options for case handlers via CENIT ECLISO, IBM P8 Content Manager and IBM eDiscovery.

### Benefit

- rapid reviewability of all relevant documents
- added value for clients thanks to shorter processing times

legal casework, CENIT ECLISO takes the ergonomic, haptic and content-related requirements of legal environments into special consideration.

The solution enables users to classify information via mouse click while reading, and to link different items of information with one another. But it lets them do so freely: ECLISO doesn't force the user to work through a series of pre-determined classifications, e.g. to register all individuals involved in a certain case. The users themselves decide what they consider relevant and thus worth classifying, and then create links in any way they consider appropriate as they gain a deeper understanding of the case they are processing.

## ABOUT BAKER & MCKENZIE

Baker & McKenzie numbers among the world's largest law firms. One of the firm's points of focus is on commercial law litigation – at national and international level. Baker & McKenzie employs more than 3.750 attorneys in 70 offices around the globe. The enterprise was founded in 1949 in Chicago, IL and in 2011 posted a turnover of 2.27 billion USD.

BAKER & MCKENZIE