

CASE STUDY



SUSMAN GODFREY LLP



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“The Workspace Management and Re-File Capabilities of the WorkSite System Manager has allowed us to easily apply the complex business rules in our organization to matter centricity.”

Stuart Smith, Director of IT, Susman Godfrey LLP

SUSMAN GODFREY LLP IMPLEMENTS RBRO'S WORKSITE SYSTEM MANAGER AS THE FOUNDATION FOR MATTER CENTRICITY

Founded in 1980, Susman Godfrey focuses its nationally recognized practice on big-stakes commercial litigation. One of the nation's leading litigation boutique law firms, Susman Godfrey has offices in Houston, Dallas, Los Angeles, Seattle, and New York.

In Need of a Solution

In 2008, Susman Godfrey began the process of upgrading their systems to a full matter centric environment. During the process, they evaluated all available solutions in the market that would essentially allow them to achieve this goal. After reviewing various products, they realized that the existing products were costly and lacked the features that they required to support a smooth and efficient transition.

As a tentative solution, only a portion of users shifted from a non-matter centric to a matter centric environment. Workspaces were generated using the fundamental Interwoven tools. The overall process was frustrating for Susman Godfrey as they were not able to make the necessary changes to their system on an ad-hoc basis easily. Existing Re-Filing tools in the market did not have the capability to fulfill their needs.

At this point, their implementation partner, Stephen Johns of Rafte & Company, recommended RBRO's WorkSite System Manager (WSM) product. This product included Snap-In based solutions that enabled firms to implement the specific functionality that they needed in a modular form. Stuart L. Smith, Director of IT at Susman Godfrey, was impressed by the stability of the solution as well as its simple ingenuity. The complex needs of their firm were met by utilizing WSM.

As the implementation partners worked together on their matter centric project using WSM, Smith and Johns both commented that the system was *"easier to use than the other products that they'd viewed."*

"It took a few hours to learn. After that I was able to use the program by myself very easily." - Johns



Susman Godfrey LLP Challenges Summarized

- Inability to manage and modify existing legacy workspaces.
- Complex business rules required to Re-File content into matter centric structures.
- Content movement within workspaces and folders based on status changes and other metadata.
- Ongoing modification and provisioning of workspaces.
- Application of security and profile changes independently across multiple workspaces.

RBRO Solutions Inc. Benefits Summarized

- Simple, intuitive, yet powerful workspace design tools.
- Re-File capabilities which other solutions are unable to provide.
- Easy and efficient process for manoeuvring existing workspaces under management.
- Pleasant and well designed interface that allows end users to feel confident in their configuration process.

The RBRO Advantage

“In the time that I’ve been doing matter centricity, this is one of the most complex matter centric projects I’ve done.” says Stephen Johns, *“WSM was very robust yet easy to use.”*

***By implementing RBRO’s WorkSite System Manager,
Susman Godfrey LLP accelerated the project and achieved
their goal of a sustainable matter centric environment!***



RBRO Solutions Making ECM Work

A full service and premiere partner with Autonomy (Interwoven), RBRO specializes in Enterprise Content Management (ECM) solutions. RBRO consultants have the experience and knowledge to provide best practices to your company as you seek to leverage Document and Content Management Solutions.

As the premier developer of WorkSite custom software, our promise to our clients is to provide customized and scalable solutions that integrate seamlessly within their existing business and IT environment.

