

Case Study: Gosschalks Solicitors & Nalytics

GOSSCHALKS SOLICITORS

"The Nalytics solution provides us with an easy to use, fast and effective way to search, discover and access all our legacy documents utilising the rich metadata we have built up over the years – everything our users told us they needed."

**Steve Savage, Development Director,
Gosschalks Solicitors**

Gosschalks is a leading full-service law firm operating from purpose-built offices in Kingston upon Hull. Their client base stretches across the UK and includes a diverse range of business types from individuals to large PLCs. The practice seeks to maintain an outstanding level of service to its clients and uses thoughtfully applied technology to enhance its value offering.

Gosschalks' challenge was to provide a suitable library for their users to maintain access to important historic documents following the introduction of a new Legal Practice Management System. Any new solution for their legacy document library would need to be cost effective, secure, respect document integrity and avoid complexity for their users in order to reduce the risks associated with such a process.

They had previously utilised iManage as their core document management solution, which would become their legacy document library following the implementation of a specially adapted Microsoft SharePoint based solution from Peppermint Technology, (who specialise in Legal Service Platforms). The business compliance requirement was to preserve and maintain this legacy data as an archive of documents, emails and attachments, along with all associated metadata to enable fast and simple access for their users.

Gosschalks required an effective method for achieving this without the associated cost and overhead involved with maintaining their existing iManage on-premise infrastructure. Their legacy document library, acquired over the last 15 years, would need to be accessible to their users for as long as 8 years post implementation. They had accumulated over 8 million documents, which represented nearly a terabyte of fully indexed data in their iManage document management system.

Adopting an agile development method, a series of proofs of concept were built to test user acceptance, scalability and security. The Nalytics data preservation solution was provided to Gosschalks as a subscription-based software as a service (SaaS), incorporating a bespoke "matter specific" document search interface

Key Benefits

- Simple to use, quick and effective
- Advanced search capability
- Improved data discovery with results presented in context
- Enhanced productivity through intelligent search capability
- Advanced analytical capability across 8 million documents
- Ability to target subsets of content for further analysis
- Significant cost savings through reduced overheads and management time

deliberately designed to reflect how users previously interacted with iManage, in order to aid user adoption and minimise training costs.

"Throughout the development process, the team at Nalanda were superb. They were always willing to listen to our exact needs and constantly delivered ahead of expectations. Since go-live they have continued to monitor user activity and usage trends to make minor tweaks in order to fine-tune our solution to ensure maximum performance."

Steve Savage, Development Director, Gosschalks Solicitors

Following a successful pilot project, Nalytics was rolled out to the entire practice, providing convenient and secure access to more than 8 million documents and a total of 1 TB of data. All documents and their associated metadata are now securely stored and accessed through a single cloud-based service that is seamlessly integrated into their current legal services platform.

Steve Savage, Development Director at Gosschalks Solicitors, said of the project:

"We were looking for a robust solution for our legacy documents without having to maintain all of the licenses and hardware required to retain our iManage infrastructure over the coming years."

Nalytics has enabled us to migrate everything into a secure and intuitive environment with almost zero overhead in terms of management time, and at a fraction of the cost. Having worked with Nalanda to refine the search process based around our specific requirements, our Nalytics Preserve solution also offers other significant benefits too, such as enhanced metadata search performance and improved content functionality."

The full migration to Nalytics has enabled Gosschalks to free up significant resources within its VMWare-based environment, which will be utilised to provide additional solutions in the future without the need for further investment in new hardware. They no longer need to spend time managing huge amounts of data within their on-premise environment which was time consuming and costly.

Steve adds:

"Nalytics delivers a really neat and intuitive solution to our legacy document needs. Not only has it provided us with an intuitive way to accurately search across historical data, but it has enabled us to make significant savings around infrastructure and data management overheads."

There is no doubt that Nalytics helps our lawyers to maintain our high standards of client service and will continue to do so for years to come. Overall, a very solid, capable and reliable solution for our needs."