

Weil

## TOP-RANKED LAW FIRM STREAMLINES DOCUMENT NUMBERING AND TEMPLATES FOR MAJOR EFFICIENCY GAINS

*Weil, Gotshal & Manges LLP is one of the largest and most prestigious law firms in the world, with offices spanning three continents. When members of its desktop team set out to simplify maintenance of the firm's document numbering schemes and templates, they deployed Innova™, the document automation platform from Litéra®. Now, team members can provide users with new or enhanced numbering schemes and templates weeks sooner than they could before.*

### PROFILE

Founded in 1931 and headquartered in New York, Weil, Gotshal & Manges LLP is a law firm renowned for its work in mergers and acquisitions, bankruptcy and restructuring, and litigation. By revenue, it is ranked by *The American Lawyer* magazine as the 12th largest law firm in the world.

### SITUATION

The firm faced compatibility and support issues in its multi-vendor desktop environment. It also struggled to create and enhance document numbering schemes and templates.

### SOLUTION

As part of a larger Microsoft Office upgrade, the firm replaced its prior numbering schemes and template solutions with Innova, the document automation platform from Litéra®.

### BENEFITS

- New numbering schemes delivered to users up to a month faster
- New templates delivered to users up to two weeks faster
- Responsive, comprehensive support
- Enhanced ability for attorneys and staff to provide excellent client service
- Foundation for easier IT expansion

### PRODUCTS



Innova 7.0

### SITUATION

As a Senior Desktop Engineer at the law firm of Weil, Gotshal & Manges LLP, Maria V. Hutchinson works on a team of six professionals who keep the firm's desktop environment running smoothly for a workforce of some 2,700 people distributed across 21 offices worldwide. To remain comfortable with the complexities of her job, Hutchinson simplifies whenever and wherever she can. That means minimizing potential software compatibility conflicts, as well as the time she spends on resolving support issues and maintaining custom numbering schemes and templates that are vital to the successful production of legal documents.

Not long ago, however, Hutchinson's team faced challenges in doing just that. Like many other large law firms, over the years Weil acquired applications for document development and management from a number of different vendors. As that number grew, so did compatibility and support issues. Other challenges of the environment were specific to the maintenance of document numbering schemes and templates.

To create a new numbering scheme or modify an existing one, for example, Hutchinson and her colleagues had to engage the vendor for the build and then repackage, test, and deploy it, a process that could span a month or longer. To create a new template or customize an existing one, they had to consult with a different vendor, in a process that required up to a week or two before users had access to the new template.

### SOLUTION

As Hutchinson and her teammates prepared for an upgrade to Microsoft Office, they decided to tackle the problems surrounding the multi-vendor environment in general and the numbering schemes and templates in

particular. They began a lengthy evaluation of a newer version of the firm's numbering schemes software and of applications from other vendors for both numbering schemes and templates.

One such application was Innova, the document automation platform from Litéra®. Innova appealed to Hutchinson and her colleagues because it is one of several integrated products for document development and management.

"We liked that Innova is part of a suite of products from a single vendor, which aligns with our vision of a more unified, integrated desktop environment," Hutchinson says. "We also liked the support that Litéra offers, support they made readily available during evaluation, including custom enhancements, with no obligation on our part."

Hutchinson and her team decided to license Innova for both numbering schemes and templates. In preparation for deployment of that product and of other applications the firm acquired as part of its larger Microsoft Office upgrade, team members conducted a year-long process of compatibility and network testing. Shortly afterward, they launched hands-on deployment, including training, and completed it three months later.

### BENEFITS

With Innova and the partnership with Litéra, Hutchinson and her colleagues are saving significant time and effort on customizations, enabling attorneys and staff to work more productively, and reducing potential compatibility issues through a more integrated IT environment.

*Customizations in hours, not weeks*

Hutchinson's team can provide a new or enhanced numbering scheme to any user

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Maria V. Hutchinson  
Senior Desktop Engineer  
Weil, Gotshal & Manges LLP

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who wants one, without having to involve Litéra or any other vendor. “With Innova, the user simply provides the specification to the local IT manager, who delivers it to my team, and we develop and deploy the new or enhanced scheme,” Hutchinson says. “From start to finish, the scheme is available to that user and everyone else at the firm within 48 hours, instead of a month or longer, as the process often required in the past.”

For document templates, development or customization is also complete in less than 48 hours. “The user’s local IT manager sends us the request, we develop the new template or customization, and then package and deploy it to everyone’s desktop,” Hutchinson says. “Instead of having to wait two weeks for a new or modified template, users can have it in one or two days.”

#### *Enhanced staff productivity*

Beyond the ease of enhancement and customization, Hutchinson and her team are discovering direct user benefits with Innova. “By taking advantage of the close integration of Innova and Microsoft Outlook, a legal secretary working for multiple attorneys can easily access their contact information to simplify mailings to clients,” Hutchinson points out.

Another benefit is that legal secretaries, attorneys, and others at the firm are comfortable with the Innova user interface. “We were pleasantly surprised to find that users warmed easily to Innova, even though they had used the prior application for up to eight years,” explains Robin Casey, Senior Training Specialist at Weil.

If anyone at Weil encounters a challenge with the user interface, needs a new numbering scheme or template, or faces any other issue

with Innova, Hutchinson is confident of a rapid resolution without having to wait for the next desktop upgrade. This is because new versions of Innova are developed in response to customer queries, rather than being aligned with new versions of other desktop software.

“I’ve been working with application vendors a long time, and the support from Litéra is top-notch,” Hutchinson says. “Just as the Litéra team generously provided enhancements during our evaluation, they now respond to any kind of query very promptly. This is especially valuable considering the scope and scale of the recent Microsoft Office upgrade.”

#### *Smooth growth path*

Hutchinson especially appreciates that Litéra is a multi-product vendor, which helps her team to meet one of the firm’s major objectives of the upgrade project. “We wanted to reduce the number of application vendors we work with, simplifying the environment for future desktop upgrades and enhancements that will help us to maintain the firm’s tradition of impeccable client service,” Hutchinson points out. “Implementing Innova from Litéra is a very good start.”

For more information on Weil, Gotshal & Manges LLP, visit: [www.weil.com](http://www.weil.com)

For more information on Innova and other products from Litéra, visit: [www.litera.com](http://www.litera.com)

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