



Success story

Advokatfirmaet Selmer DA

Industry

- Legal

Solutions

- OpenText™ Document Management, eDOCS Edition
- OpenText™ Email Filing, eDOCS Edition
- OpenText™ Wireless DMS for eDOCS
- OpenText™ eDOCS Integration for Microsoft® SharePoint®

Partner Support

- Contesto



Advokatfirmaet Selmer DA takes control of documentation enterprise-wide

Solution addresses security, ease of use, collaboration, capture and storage with integration to other key business systems

Results



Provides client-, folder- and document-level access controls with full audit trail



Allows remote access using devices such as Apple® iPad®



Eliminates errors of double entry of data and documents and ensures correct access to latest documents

"We have more than two million documents in our OpenText system—many with multiple versions—and this is growing at a rapid rate. It's unthinkable how we could have managed this growth without OpenText Document Management, eDOCS Edition."

Morten Falch
CIO
Advokatfirmaet Selmer DA



Advokatfirmaet Selmer DA, an Oslo, Norway-based law firm with offices in Trondheim, provides leading-edge expertise in all key areas of business law, with extensive industry knowledge.

Founded in 1985 by Christian Selmer, the organisation has grown to be one of the largest Norwegian law firms with over 120 lawyers as well as a number of financial advisors providing a unique blend of services tailored to their clients' needs.

From the beginning, growth has continued organically, and Selmer has remained in demand from clients in Norway and overseas, including listed companies, investment banks, and public agencies. Selmer provides advice on major, high-profile transactions and administers many of the largest estates in bankruptcy.

With sensitive and complex legal transactions comes the need to manage a high volume of correspondence, contracts, emails, and many other document types in a highly organised and secure manner. Selmer had, for a long time, used electronic documents stored on local area network fileshares and used emails for interaction internally and externally but, with growth, these methods were beginning to become inadequate.

Evolving needs demand a new way of working

With more and more documents being both generated and received in multiple forms, storing these on network fileshares was becoming increasingly unreliable. When searching for and locating the latest version of a document, for example, it would be difficult to have confidence that the document found was indeed the latest version. Managing emails also presented problems as it was extremely hard to search reliably, not knowing if the search was sufficiently comprehensive or not.

Selmer uses an Enterprise Resource Planning (ERP) system to manage their client cases, and details would often have to be duplicated into multiple systems, leading to errors and inconsistencies.

The time had come to look for a better way to handle content at Selmer. Requirements were documented from all those with a vested interest in the future of content management and potential solutions were identified and assessed.

"We looked at a number of solutions available in the market at the time, and only one could meet our stringent requirements for providing a full audit history of every item, with version control, in a secure environment—OpenText Document Management, eDOCS Edition," explains Morten Falch, CIO, Advokatfirmaet Selmer DA.

Establishing the foundation of a content management vision

A project team was formed, involving key users of the new solution to ensure that from the outset the project would meet expectations. Assistants, paralegals, secretaries, and lawyers all contributed to ensure that the design of the solution was as comprehensive as possible.

The implementation of eDOCS DM at Selmer originally went into production in 2003, and was an immediate hit with the users. Over the years, functionality has been extended, as has the user base—now over 180 users across the entire Selmer business use the solution on a daily basis. Contesto, a long-term OpenText partner, has worked directly with Selmer for many years implementing eDOCS DM and other modules to help them fulfil requirements from the users.

"We set out to achieve a content management strategy where any user, subject to their carefully designed security profile, would be able to quickly and accurately access any document, including emails, that they require in order to carry out their day-to-day work tasks—with OpenText, we've achieved that," adds Falch.



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Assembling all the parts

Selmer's implementation has gone beyond the foundational elements of document management, providing fast, secure, reliable and accurate document capture, storage and retrieval. Through the use of carefully selected add-on functionality—such as those from DocsCorp providing desktop PDF document rendering or optical character recognition technology (to automatically create full text searchable scanned documents)—to the ability to perform document comparisons and enhanced capabilities around document metadata, Selmer has truly embraced their content management vision.

Users now have access to numerous document templates in multiple languages facilitating the international aspect of Selmer's client base. Consistency can be assured by the use of templates, with users quickly and easily able to access what they know to be the latest version. No longer do they have to concern themselves with validating the document version, since the solution takes care of such things.

Sharing documents internally is now as simple as sharing a link. No longer are there multiple copies of documents in circulation—users instantly know, no matter when they select a link, that they're looking at the current version. With a full history and audit of changes made, users can check back to see when a document changed, what those changes were and who made them.

"We have more than two million documents in our eDOCS DM system, many with multiple versions and this is growing at a rapid rate. It's unthinkable how we could have managed this growth without eDOCS DM," Falch said.

Selmer uses Microsoft® SharePoint® to provide intranet functionality for their employees. By using OpenText™ eDOCS Integration for Microsoft® SharePoint®, Selmer is able to surface documents that reside in eDOCS DM through the SharePoint front-end. This ensures that users can rely on the documents they retrieve in this way equally as much as when retrieving directly through eDOCS DM—there is only ever one version of the truth. This helps Selmer provide users with a matter-centric knowledge base of content.

Continuous improvement embracing new technology

Selmer has always been a progressive organisation when it comes to the use of technology to improve business processes to better manage information and provide superb customer service. Over the years, Selmer has looked to enhance their system and together with Contesto, local eDOCS DM specialist, they started a project that they called "Revitalization eDOCS in Selmer."

Enhancements that have been made to the standard functionality of eDOCS DM include:

- Integration to Maconomy ERP from Deltek with, for example, the creation of a new client in the ERP system triggering the automatic creation of the same in eDOCS DM, thus eliminating the need to double key data
- Enhanced security model from Contesto allowing the configuration of access models directly to client matters
- Customisations to the user interface making the user experience more efficient and effective
- Implementation of OpenText™ Wireless DMS for eDOCS providing access to documentation from mobile devices such as the Apple® iPad®

"OpenText has continued to innovate over the years we've been working together and we're very much looking forward to making use of the future developments."

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CIO

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Selmer continues to evaluate additional feature functionality from both Contesto and OpenText and are currently considering the use of OpenText™ Tempo™ to provide greater functionality for secure, mobile access for not only Selmer personnel but also clients and other business partners.

Email has become an increasingly important aspect of Selmer's deployment. By using OpenText™ Email Filing, eDOCS Edition, users at all levels are able to quickly and easily drag-and-drop single or many emails into the relevant case for a client. This ensures that when another user accesses the case, they have complete visibility and reassurance that they have the complete picture. Bulk email filing is also provided for and can happen throughout the life of a case so there's no need to wait for a case to be concluded and archived.

The next generation of desktop productivity tools

Selmer uses the Microsoft® Office desktop productivity suite, including Outlook® for email with an Exchange back-end. Currently, plans are in place to migrate their users to the Office 2010 Suite from 2007. eDOCS DM 5.3 will also be deployed to provide native support for this new environment, ensuring users are able to maximise the capability of Office 2010.

"Our culture is to always be on the lookout for ways to further improve how we manage information and how this affects the quality of service we provide," said Falch. "OpenText has continued to innovate over the years we've been working together and we're very much looking forward to making use of the future developments."

About Contesto

Contesto (www.contesto.no) has been a partner with OpenText for 10 years and is ranked as a premium, strategic and investment partner in Norway. Contesto supports approximately 80 customers on OpenText solutions, with a strong position within Oil and Gas, Legal and Energy. Together with selling the software, Contesto delivers all services in a project; installations, configurations, integrations, migrations, documentation, training and post-implementation support.



About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit opentext.com.

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