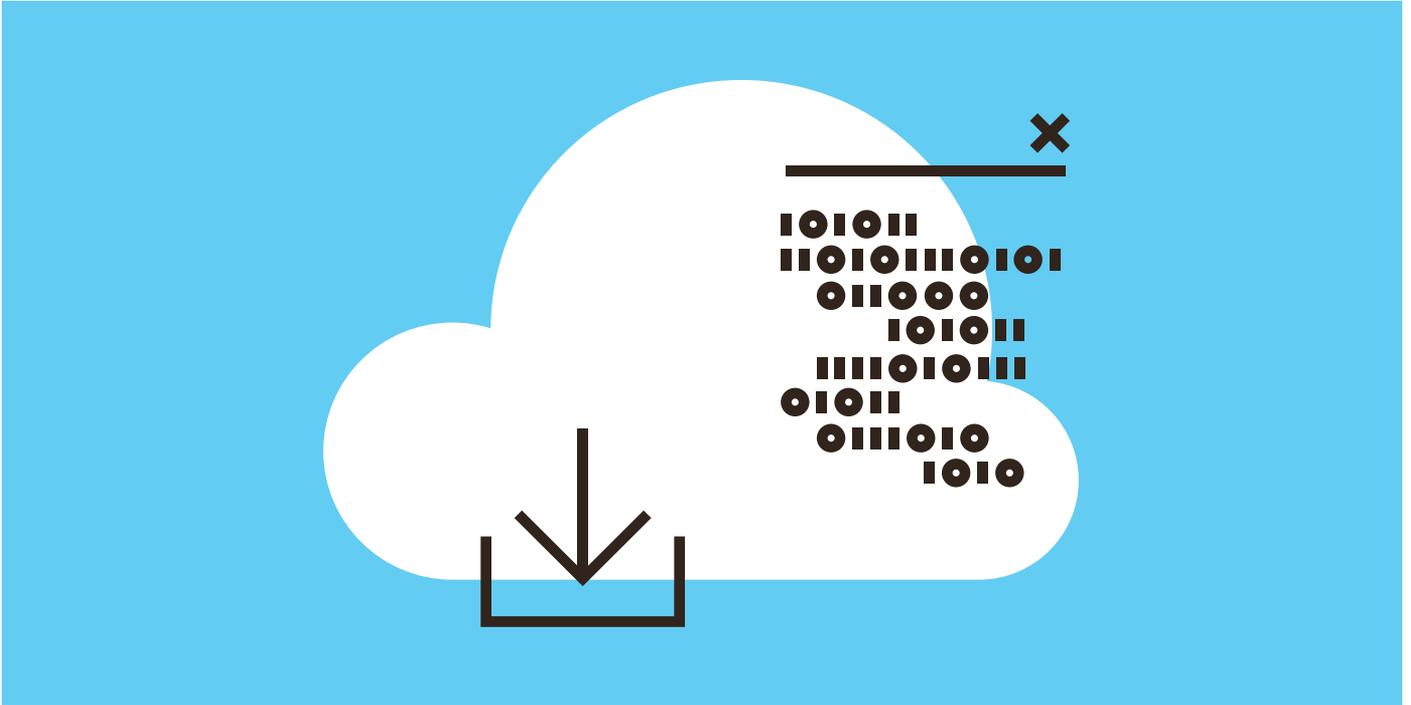


# Implementing NetDocuments

by Nina Lukina



Chuhak & Tescon has elevated its document management – all the way to the cloud. Aiming for tight security and futuristic functionality, the prominent Chicago-based law firm has implemented NetDocuments with the help of consulting firm Kraft Kennedy.

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When its on-premise DMS was due for an upgrade, the firm took the opportunity to consider a different route. The old system had done an adequate job but ideally the next program would have modern productivity features, up-to-date security and a user-friendly interface.

Chuhak & Tescon opted to use the SaaS (software-as-a-service) platform NetDocuments which hosts data offsite and engaged IT consulting firm Kraft Kennedy, which specializes in legal technology, to assist with implementation. Their previous system required an intensive upgrade every few years to introduce new features so the constant gradual improvement offered by NetDocuments' SaaS model appealed to the tech-savvy firm, according to Chief Information Officer Charlie Altenbach.

## Security

Productivity tools were important to the firm, but security was the priority concern. "Security is front and center in everything we do," said Altenbach. "We wanted the data to be encrypted both in transit and at rest."

Data at rest (that is, in storage rather than in the process of being sent) is often left unencrypted due to the cost and complexity of encrypting non-hosted data, according to the white paper "Client Security Audits: Is Your Firm Ready?" by NetDocuments Chief Technology Officer Alvin Tedjamulia and Kraft Kennedy General Counsel Michael Kraft. NetDocuments' hosted model makes it possible to thoroughly encrypt the sensitive data end-to-end.

Ironically, many law firms used to avoid cloud systems due to security concerns, feeling safer knowing

that their data was in the server room down the hall. Today it is difficult if not impossible for on-premise installations to beat the security that a vendor like NetDocuments can supply, and it would be costly to try. In addition to encryption, NetDocuments restricts access based on IP and logs audit trails, and enforces two-factor authentication and strong passwords. Chuhak & Tescon's management was also aware that availability is higher with hosted solutions.

### User-friendliness

With a mobile version and single sign-on, Chuhak & Tescon is finding that it does not have to sacrifice user-friendliness for the sake of security. The response to the new system has been enthusiastic, according to Altenbach, and the firm is seeing the benefits of NetDocuments' productivity and collaboration tools. "We are filing emails with NetDocuments now. Email management was one of the main objectives of the project, and that is paying dividends."

### Implementation

Kraft Kennedy completed a test migration and performed quality assurance before proceeding with

the full deployment. Several custom migrations allowed administrative departments to preserve the folder structures of their previous DMS. "The cutover was positioned very well, with a lot of front-end planning," said Altenbach. "The implementation was pretty seamless. That's remarkable considering the complexity, the number of documents that had to be migrated and the coordination involved."

The smoothness of the implementation can be credited to good project management by both Kraft Kennedy and Chuhak & Tescon, said Altenbach, as well as to the savvy of the technical team. "The engineers at Kraft Kennedy were clearly knowledgeable. The expertise they brought was very helpful."

That knowledge comes from experience. Kraft Kennedy has many NetDocuments implementations under its belt, including its own in 2016. Brian Podolsky, leader of the NetDocuments-certified Enterprise Content Management group, understands what needs to be done. "We have streamlined the process, making sure that all documents are migrated properly and attorneys can really hit the ground running." **P2P**



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Nina Lukina researches and writes about emerging technology for Kraft Kennedy. Her main areas of focus include the cloud, software- and infrastructure-as-a-service, cybersecurity, and developing fields such as artificial intelligence and blockchain. As part of Kraft Kennedy's teams, Nina has worked on numerous projects to design custom technological solutions for law firms. Having helped law firms to undergo IT strategy makeovers, adapt to alternative billing arrangements, and combine IT departments following mergers, she is highly familiar with the particular challenges and opportunities facing the legal industry. She has also worked closely with firms to help them embrace mobility, the cloud, and modern user-friendly information security programs.

