



## PARTNER COMMENT

## ‘Good enough’ isn’t good enough for modern information governance

Sticking with outdated, ‘good enough’ software technology for records management not only increases a firm’s risk, it increases costs exponentially. Without a comprehensive view of all your information assets, information governance (IG) is approximate at best. As the saying goes: You can’t govern what you can’t see.

Modern IG includes a ‘full suite’ approach to provide a central, transparent view of your data across physical and electronic repositories – so that you can manage and automate the full information governance lifecycle of the record, which significantly reduces risk and contains costs.

For years, law firms have been aware of the need to mitigate risk with physical and electronic records. The data that exists, where it lives, and how it’s managed against internal policies, outside counsel guidelines and government regulations, increases risk for every firm. It demands a solution that’s purpose-built with features and workflows to meet these needs. This is what FileTrail does – our focus.

For over 20 years, FileTrail has proven we can automate these processes and

deliver a return on investment on IG. As a complete information governance solution, FileTrail enables organisations to meet urgent client demands, pass audits, conduct a client audit response across multiple repositories, address outside council guidelines, and address new compliance rules with a modern approach.

With the recent Teravine IG software acquisition, we are able to provide our clients throughout North America, the UK and Europe with the very best IG solution available on the market today. This includes an intuitive dashboard environment, sophisticated, clean and simple automated workflows, and connectors to other records management solutions such as OmniRIM (sunsetting September 2022), Legal Key, iCompli, iManage and Thomson Reuters Elite solutions. This flexibility is a game-changer for the market and the company.

As a use case – one AmLaw 25 firm with over 2,000 fee earners managed over 300 lateral moves and destroyed over 3 million documents globally from its data management solutions and file shares in one year. This activity was

completed in parallel with a very large destruction of physical records. Automating these features in a single solution delivers high-value, significant productivity benefits and savings for the firm.

Physical records management and IG remains a challenge for law firms and other large enterprises, particularly those in highly regulated industries. The concerns expressed by CIOs and other firm leaders are driving many law firms to adopt a more holistic approach to IG and records management. This means selecting the right tools and processes for full lifecycle management of both traditional and emerging data forms. There’s a reason FileTrail has been leading the way for 20+ years, and it all comes down to experience, customer service, and excellence. Stay on track with FileTrail – we’ll help you get there.

**Jon Roscow**  
Commercial director, ROW  
FileTrail  
[www.fieltrail.co.uk](http://www.fieltrail.co.uk)

**FileTrail.**

a hybrid world.

Lawrence continues: “You have partners busy with targets, senior associates hybrid working, and you don’t want to leave a trainee at home alone with their laptop just trying to work out how to work.” Managing supervision is vital, but the online-meeting world is also only part of the answer, he suggests. “We’ve also invested heavily in our intranet to get much more information flowing through it, and we replaced our learning management system with something a lot more searchable, interactive and encouraging of action.”

Dawn Ingle, IS director at Shoosmiths, also zones in on the hybrid-learning experience. She emphasises the challenge of catering for more of a blend. “Lockdown working of course took everything to video – but we

“Lockdown working of course took everything to video – but we all learn differently. Perhaps some prefer video, but others might want to be in a classroom or to see some gamification – and the risk is that you lose people.”

DAWN INGLE, IS DIRECTOR  
SHOOSMITHS