prosperoware CAM

Leading biopharmaceutical company improves iManage folder management & job processing efficiency by 80% with Prosperoware CAM

Location:
Multiple offices across United States

Industry:
Drug Manufacturers — General

Collaboration System:
iManage & Microsoft Teams

Pain points:
- Inability to locate content
- Insufficient job logs
- Inefficient troubleshooting & slow jobs processing

Prosperoware Solution:
- Prosperoware CAM

SOLUTION HIGHLIGHTS

- Fast & flexible job configuration for provisioning
- Detailed audit & jobs log
- Easier data location through rich, custom metadata
- Rich templating options
- Compatible with the iManage Universal API
- Data migration solution

> *CAM has increased our workspace provisioning efficiency by over 80%. Initially we had to wait for a day to manage folders or process jobs, but with CAM it is done in less than 30 minutes.*
>
> *IT Business Systems Analyst*

CUSTOMER PAIN POINTS

Before their move to the iManage cloud, the globally renowned biopharmaceutical company was on the classic version of iManage on-premises and using a third-party provisioning tool. The tool presented the organization with challenges of locating content, inefficient job processing, insufficient job logs, which made it difficult to then troubleshoot and find the solution. To address these challenges once and for all, the organization was seeking a long-term solution compatible with the iManage Universal API and offers flexible workspace provisioning.

"Our pain points were that jobs didn't process sometimes or failed completely. There was not enough logging for troubleshooting to occur, which made our lives extremely difficult" - IT Business Systems Analyst.

The client was also experiencing performance issues with their previous solution. As an organization that had many jobs coming in from various sources, the processing was significantly affected by the inefficiency of their previous solution and its inability to mitigate job logging errors.

The challenges didn't stop there. The organization also struggled with handling matter requests in an efficient way.

"On a daily basis we have a lot of matter requests that come through. The lack of a proper provisioning solution affected our efficiency in processing them."

After suggestions from one of their partners, the client found Prosperoware CAM to be the perfect solution to their provisioning challenges and more.

"We were introduced to Prosperoware CAM by one of our partners. We found the product to be compatible with the iManage Universal API, faster, easier to configure, and efficient loggings. Prosperoware also had the data migration solution we were looking for - all in one package."

SOLUTION

Prosperoware CAM provided the organization with the efficiency they needed for workspace provisioning & governance for the iManage Cloud.

CAM is a software-as-a-service (SaaS) platform for adoption and governance of collaboration systems. It enables firms to provision, classify, protect, move, and minimize data across systems, mitigating data chaos and reducing risks related to privacy & cybersecurity.

The organization uses CAM's capabilities to provision & manage their workspaces, and to improve their daily business - processes. This allows the organization to prioritize jobs and customize them to their preferences.

"We needed a solution to address our challenges from a workflow perspective. We have a lot of jobs coming in on a daily basis from various sources, and the first thing CAM helped us tackle was prioritizing these jobs. The fact that this process didn't cause any delay in provisioning was a big plus."

The benefits did not stop there. With CAM, the organization also managed to address their logging challenges, enhance their folder management & jobs processing, and enable template customization.

"CAM has significantly reduced performance failures and troubleshooting challenges. With CAM, timing is faster, logging is significantly better, and even if something fails, we have great log reports to figure out why it failed, reach out to the support team and receive instant help."

"The readily available templates in CAM have improved our efficiency significantly. With the old platform, when we tried to add a new change to existing records, it was tough, and since the performance was not good, we had to do it in batches. With CAM, we can go and update the older workspaces as per the new template format and along with that, the performance of updating thousands of those records is significantly faster. "

OUTCOME

Shifting your servers from iManage on-prem to iManage cloud version can be quite challenging. But when you have a solution like CAM that is able to address all your needs that come from such a shift, the process runs smoothly and effectively.

The move to the iManage cloud, and the shortcomings of their previous solution to meet their workspace provisioning requirements, drove our client to an all-encompassing platform like CAM.

"CAM has increased our workspace provisioning efficiency by over 80%. Initially we had to wait for a day to manage folders or process jobs, but with CAM it's done in less than 30 minutes."

With effective troubleshooting, efficient job logging, easier configuration, rich templating capabilities, data migration solutions, and a great customer support team, CAM has managed to become an integral part of the organization's solution chain.

"The robustness of the product when it comes to adding other source systems, surprised us. Especially when we were presented with a unified interface with all our source systems and rich custom metadata to go with it. The product was just able to do that, and that's something you rarely find in a solution."

"We are still in the learning phase with CAM, so new things come up quite often. But with Prosperoware's support team, we know that our questions will always be addressed. If something is urgent, I've always seen the team jump on it immediately irrespective of how much time it will take."

What's next for our client with CAM?

When deploying CAM, our client had only one source system. This number has been gradually increasing and they currently have 6 source systems. That's why our client sees CAM as a key player in addressing the governance challenges that will rise from that. Especially ones related to data location, metadata of projects/matters, compliance, and privacy issues.

prosperoware