5 INDISPUTABLE ADVANTAGES TO LEGAL-SPECIFIC ONLINE DOCUMENT MANAGEMENT

How to Turbocharge Your Legal Team's Performance

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OVERVIEW

As new, complex legal issues and employee telecommuting become part of the "new normal" business environment, in-house legal teams are placing greater importance on legal technology to cope with information overload. Unsurprisingly, document management systems (DMS) and collaboration tools are among the top-ranking items on their technology wish list. [1]

No doubt the demand for legal-specific document management stems from the proliferation of free, generic systems with one-size-fits all designs—think Google Drive and Dropbox. While such solutions may work for small businesses, they lack the powerful features needed to meet the challenges of corporate law departments.

Legal document management systems vary in functionality, however. A truly robust system should include:

1. **Superior Security:** Advanced encryption, strict document access controls for both internal and external users, and additional protocols to mitigate the risk of breaches, exfiltration, employee negligence, and malware.
2. **Stricter Governance:** High-level and granular tools for security, privacy, authentication, and lifecycle management of sensitive information.
3. **Streamlined Collaboration:** Secure, efficient collaboration tools with remote 24/7 access from all devices and locations.
4. **Matter-Specific with Advanced Search:** Matter-specific document storage and retrieval with advanced metadata and indexing for rapid, efficient access of all documents related to a given matter.
5. **Email Management:** Integrated email management for fast, secure filing of emails on a matter-specific basis.

We will take you through each of these five advantages in the following pages.

1. SUPERIOR SECURITY FOR PEACE OF MIND

Generic, consumer-grade systems have a history of security breaches. Dropbox, for instance, leaked 68 million user email addresses in 2016. To make matters worse, the company discovered four years later the leak included customer passwords which were being sold by hackers.[2] In 2019, a Box Drive breach resulting from a misconfigured account exposed corporate and customer data including Social Security numbers, bank accounts, passwords, and more.[3]

Although Dropbox later tightened security measures, the company retains a copy of all user encryption keys. Encryption keys, then, can be exfiltrated along with other sensitive data.

Legal-specific document management should provide stringent protocols to automatically enforce security policies and measures not found in generic, consumer-grade systems. NetDocuments offers three layers of customer-managed encryption, the creation of ethical walls, and setting multiple data prevention policies for granular control of user actions.

For the level of security legal departments require, a consumer-grade, generic system is no match for a legal DMS.

2. STRICTER GOVERNANCE FOR COMPLIANCE REQUIREMENTS

When it comes to security and governance, the stakes couldn't be higher. Anything less than comprehensive security and governance tools puts an organization at risk of exfiltration, lawsuits, massive fines, and a tarnished reputation.

Though systems vary, a trustworthy legal-centric DMS should provide stringent user controls with reporting and audit trails. Generic systems, on the other hand, provide minimal security and compliance measures.

Minimizing the risk of exfiltration, malware infestations, and enormous monetary fines present a compelling argument for legal-centric document management.

3. STREAMLINED, CONTROLLED COLLABORATION TO BOOST PRODUCTIVITY

All document management systems allow users to create, share, and edit files. Not all, however, cater to the needs of an in-house legal team while also providing a superior user experience. A clumsy, exasperating user experience will doom any DMS system to failure.

A mature legal DMS will facilitate, not hinder, its own adoption. For instance, such a system could include matter-specific workspaces configurable to the department's existing workflow. Change-tracking and version histories would be more comprehensive while still being easier to use. Further, advanced version control would allow the Legal team to distinguish between versions submitted to external and internal stakeholders.

Needless to say, secure around-the-clock remote access must be available across a wide range of devices with two-way file syncing. And when it comes to scalability, it must be seamless for larger or growing corporations.

With legal-centric document management, you can greatly enhance the user experience while instituting more stringent, behind-the-scenes control.

4. MATTER-SPECIFIC + ADVANCED SEARCH FOR BLAZING FAST DATA RETRIEVAL

Managing hundreds of thousands of documents, each with a different level of sensitivity, among an army of stakeholders can be daunting at best. An organization's document storage conventions may differ between departments and individual users. Add limited search capabilities into the mix and document retrieval for an in-house legal team is more than a costly waste of time—rather, it puts the team at risk of missing key information germane to a given matter.

A worthwhile legal DMS offers matter-centric document storage with advanced search capabilities plus indexing and metadata for rapid document location and access. Some more robust systems may have tools for faster and more accurate metadata creation. Additionally, document tagging should be provided for coding files types by status, priority and more for even faster access.

You can avoid the free-for-all document storage capabilities of generic, consumer-grade document management systems with a proven DMS tailored to your legal department's requirements.
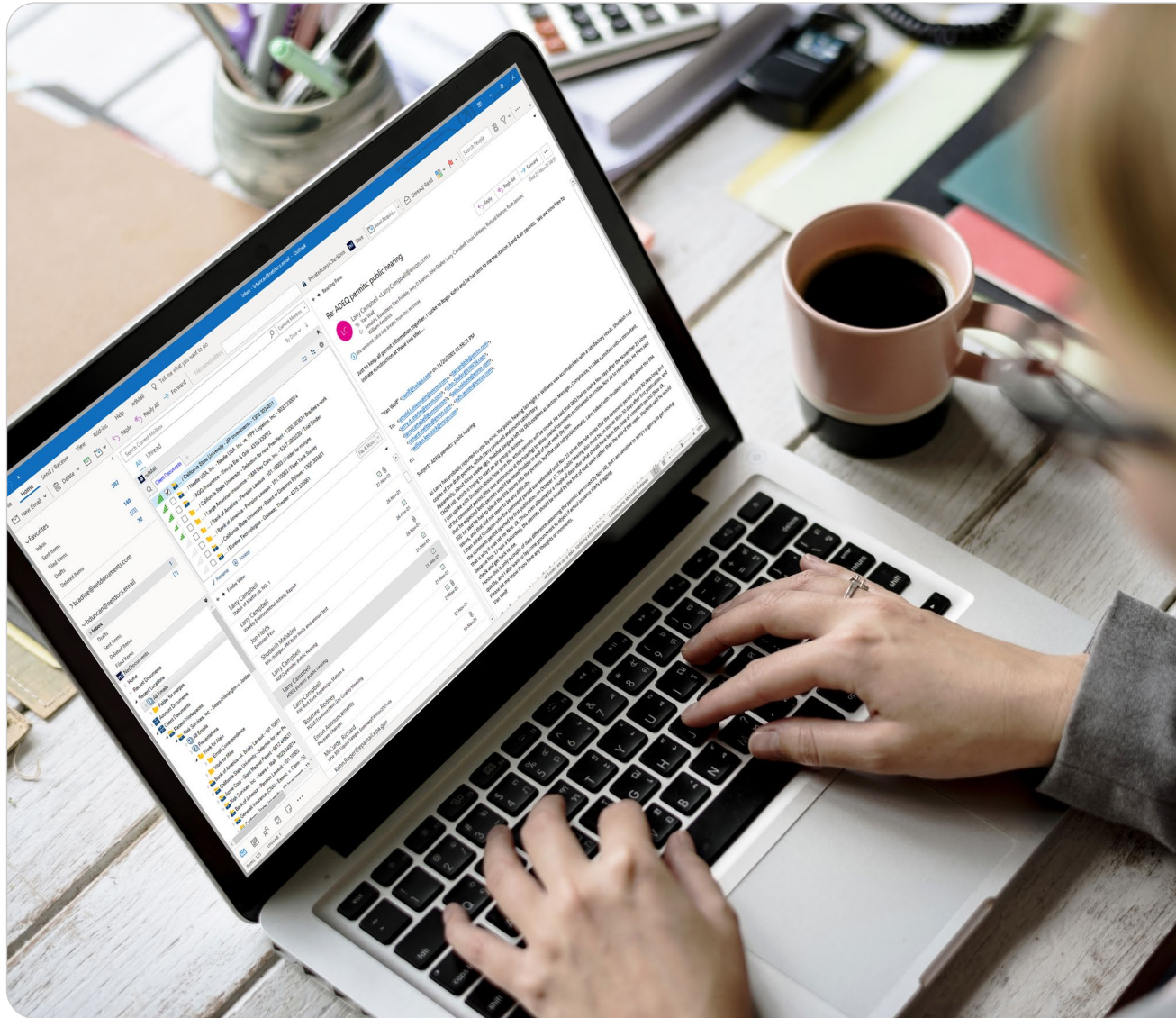
5. INTEGRATED EMAIL MANAGEMENT FOR QUICK, ACCURATE ORGANIZING + FILING

With nearly 125 billion business emails sent and received daily,[4] efficient email management becomes imperative for legal teams. Mismanaged emails can be disastrous in case of audits and security breaches.

A full-featured legal DMS will offer an accompanying email management system. Some may even include the use of artificial intelligence so emails are filed according to company policies on compliance, retention, and destruction. An integrated email system also sequesters privileged information from general content.

When shopping for a legal DMS, be sure it includes an integrated email management system for added peace of mind.

LEGAL-CENTRIC DOCUMENT MANAGEMENT CAN HELP

Simply put, commercial storage options like Dropbox, Box, and Google Drive can be risky. They are not built to address the specific needs and requirements of lawyers and legal teams, particularly as it pertains to their security, compliance, and governance requirements. And, while some solutions offer flexibility, the lack of controls can quickly turn document organization into a nightmare.

NetDocuments changes the equation, with a document and email management platform that gives you the right balance of flexibility and control, transforming all your documents into an unstoppable engine for collaboration, productivity, growth, and inspired work.

With five distinct solutions and additional purpose-built add-ons, NetDocuments makes it easy to tap into the precise capabilities you need, gain access to our latest technology, and build a customized solution that perfectly matches your requirements.

NETDOCUMENTS IS THE PREFERRED LEGAL-CENTRIC DMS PROVIDER

1 global, secure platform

Each customer operates off our single platform, allowing us
to address issues quickly and maintain industry-leading security.

3,150+
Customers Worldwide

With two more added
every day.

Office

Microsoft Office Integration

NetDocuments works within the
systems your lawyers already use, so
they hardly know it's there.

21%
**Adoption Among
Am Law 100**

Most of our customers switch
from our largest competitors.

Email Prediction & Filing

ndMail from NetDocuments uses AI
to help lawyers quickly file emails and
attachments so they can focus on
critical tasks.

98%
Customer Retention

Customers stick around
because they know they can
rely on us.

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Secure Access Anywhere

The NetDocuments platform helps
keep sensitive data protected no
matter if you're accessing it in the
office, on the go, or on your phone.

SOURCES

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4. TechJury: "The Surprising Reality of How Many Emails Are Sent Per Day in 2021"