

Holland + Knight

Central control, local process:

Large legal firm settles on Inmagic *Library Suite* for nationwide library management

BUSINESS PROFILE

Industry

Legal

Geographics

Based in U.S. with a global network of offices

Organizational Initiatives

Socializing and expanding libraries and collections

Inmagic Solution

Inmagic *Library Suite*

Holland & Knight LLP is among the world's 15 largest law firms. With 18 offices across the U.S. and several international locations, the firm provides representation in litigation, business, governmental law, real estate and private-wealth services. Their one-firm structure enables them to offer service without boundaries.

Staffed with over 1,100 lawyers and professionals, Holland & Knight has practice groups and industry-based teams that work collaboratively to draw upon their collective depth and breadth of experience. Their interdisciplinary approach ensures that clients have access to the attorneys with the most appropriate experience, regardless of location.

Benefits

- Improved organizational productivity – work previously done by four or five people now takes one
- Usage increased due to new self-service user access
- Increased revenue due to higher demand for images
- Reduced IT costs & dependency
- Improved Community engagement and activity improves

Challenges

This collaborative focus means that resources within the firm must be shared, and that library resources must play an important part in the firm's shared infrastructure. While most offices maintained individual libraries, the firm's teams and practice groups continued to work across geographic areas. Therefore, the firm needed to ensure that library resources were shared throughout the firm, no matter the location.

The challenge was to create a firm-wide Online Public Access Catalog (OPAC) that listed the firm's library materials in one easily searchable catalog. To do this, it was necessary to establish some standardization and central control over the listing and sharing of library materials, yet still allow regional offices some control over their own processes, with each local office able to enter and edit their own data.

Holland+Knight

“ Now the firm-wide OPAC is available on our intranet, and is accessible by everyone, 24/7. The Web allows searching during the off-hours, when the physical libraries would be closed. ”

Glenn Ross
Director of Library Services
Holland & Knight

Envisioning a Firm-wide Library Infrastructure

Ten offices had already been using different solutions for their libraries. Glenn Ross, the firm's Director of Library Services, needed to "get everyone on the same page." Mr. Ross engaged in outreach to achieve some standardization of process so information could be shared. The firm chose Inmagic® DB/Text® *Library Suite* (formerly known as Inmagic *Genie*) for its Web-based interface, which would allow each local office to maintain its own data in the shared catalog.

Inmagic Helped with Conversion

Mr. Ross liked that Inmagic was offering to set up *Library Suite* smoothly. To form the core of the new catalog, ten different databases were merged into one, and regional administrators were then empowered to provide their own updates to the catalog. Various offices also still manage their own routing of serials.

Business Advantages - Greater Success

"Now the firm-wide OPAC is available on our intranet, and is accessible by everyone, 24/7. The Web allows searching during the off-hours, when the physical libraries would be closed. Users can in some cases read electronic materials right away, or read abstracts and order the printed materials they need," stated Mr. Ross. "This empowers our users, who now have access to a complete catalog right at their desk." Materials that are not owned locally can be ordered from another office, and users can request to purchase new materials that are not yet in the catalog.

Cost Savings

"There is a potential for savings here too," Mr. Ross observed, "as we identify existing titles and avoid duplication." Rather than purchasing multiple copies of expensive publications, offices can take more advantage of interlibrary loans.

About Inmagic

For over 25 years, Inmagic has been a recognized pioneer in creating advanced information and knowledge management tools and applications. More than 5,000 organizations around the world have placed their trust in Inmagic software to actively manage both physical and virtual assets and gain extraordinary insights from them. Inmagic's two decades of solving information management challenges for many types of organizations, along with its advanced technology and superb implementation and support, make it an ideal partner to help organizations with their information and knowledge management initiatives.

INMAGIC® Enabling Social Intelligence

For more information on Inmagic® DB/Text® Library Suite:

Contact Inmagic sales at 800.229.8398
(for international, 1.781.938.4444),
or send email to salesinfo@inmagic.com

Inmagic, Inc.
200 Unicorn Park Drive · Fourth Floor · Woburn, MA 01801
Email: salesinfo@inmagic.com · Web: www.inmagic.com · Tel: 800.229.8398 · Fax: +1.781.938.4446