



Success story

Stikeman Elliott

Industry

- Legal

Solutions

- OpenText Decisiv

Premier law firm leverages OpenText to search for vital information faster, easier, and more precisely

Stikeman Elliott uses OpenText™ Decisiv™ to find information across multiple languages, offices, and sources with a single search

Results



Reduces the need to search multiple systems to find relevant content and subject matter experts across the entire organization

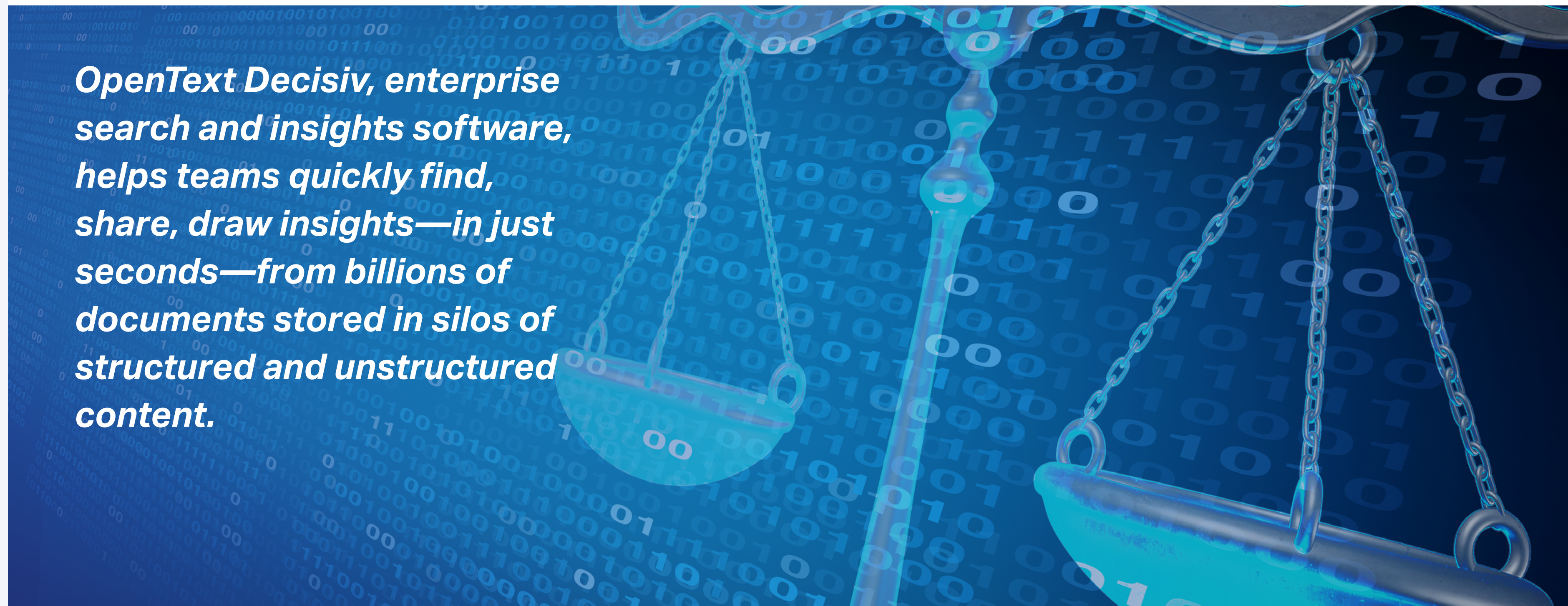


Leverages concept analysis to find specific information even without knowing the “right” keywords dramatically improving efficiency



Provides insights beyond just search hits

OpenText Decisiv, enterprise search and insights software, helps teams quickly find, share, draw insights—in just seconds—from billions of documents stored in silos of structured and unstructured content.





Premier law firm leverages OpenText to search for vital information faster, easier, and more precisely

Stikeman Elliott, a premier law firm headquartered in Canada, needed a search solution that would deliver strategic value to its 450 lawyers and beyond. Lawyers who bill by the hour simply cannot afford to spend extra time running various searches across multiple information repositories looking for the information they need to do their jobs.

Similar to the powerful search tools available on the internet, Stikeman Elliott staff needed one centralized place to go to find internal information quickly and effectively. Not only would this search experience need to be accessible by everyone, from senior partners to assistants to business services such as marketing, but it needed to be readable in both French and English, reflecting the bilingual nature of the firm's work. The search system also had to allow lawyers to navigate meaningfully in a bi-jurisdictional environment. The software also had to collect metadata from a multitude of systems including the time capture software, the KM content management system, and the marketing CRM—among others. In addition to all of this, the software had to be user friendly—designed with lawyers in mind for maximum usability.

Stikeman Elliott turned to OpenText Decisiv enterprise search and insights software. Decisiv's search engine leverages concept analysis to find specific information even without knowing the "right" keywords. By extending search into non-traditional data repositories such as DMS, HR, and CRM systems, Decisiv provides a comprehensive view of a firm's tacit knowledge.

Decisiv's flexibility enabled Stikeman Elliott to completely customize its features, integrating with all of the firm's internal technology and data systems to provide real-time access to information. User experience was prioritized above everything else and, based on feedback from various internal surveys, a bilingual user interface was designed to

ensure the platform was both intuitive and fun to use. Significantly, the bilingual nature of the system goes beyond the interface—right down to the content and metadata. It was also customized to capture legal content from two different legal systems: civil law in Quebec and common law in the remainder of Stikeman Elliott's offices—both accessible from within a single interface.

Decisiv provides a flexible, highly scalable platform that enables Stikeman Elliott's lawyers to search for vital information faster, easier and in a more precise way using enhanced visualizations and filters. Statistics show that nearly everyone in all Stikeman Elliott's offices use the tool, reducing the need to search multiple systems and dramatically improving efficiency.



About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit opentext.com.

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