



Kennedy Van der Laan adopts NetDocuments with Advanced as the next step in its SaaS strategy

Proven technology improves the attorneys' experience and dramatically increases email filing

Kennedy Van der Laan

Kennedy Van der Laan (KVVDL) is an independent Dutch law firm, with over 100 attorneys. For more than 25 years they have served market leaders – from start-ups to multinational companies – with specialist legal know-how, particularly in IT, IP, privacy and insurance law.

In 2020, KVVDL were once more confirmed as being among The Legal 500's global Tier 1 firms in IT, mediation, retail, media, and data privacy and protection. The firm serve clients worldwide from offices in Amsterdam and Eindhoven.

Sebastiaan Hogenboom, IT manager at KVVDL says: "In keeping with our tech-leaning practice expertise, the firm has also adopted a 'Software as a service (SaaS) first' IT strategy. We want to ensure our lawyers can take advantage of the most up-to-date versions of leading software and tools. Accordingly, in 2019 we decided to replace our pre-existing document management system (DMS). It had a number of drawbacks. Chief among them was that users found the software didn't support their way of working. It was slow, unresponsive and hard to use. In particular, saving emails in matter files was difficult and time consuming. The result was that files were left incomplete, and updating them incurred a lot of work. From the IT department's perspective, this on-premise solution called for a great deal of customisation, making it very labour-intensive to maintain, especially when upgrades were released. We also wanted to give our users a better experience."

Fitting our strategy

In line with KVVDL's digital strategy, the firm researched Cloud-based document management system options. They wanted proven technology, and ideally a system that was well established in the Legal sector. NetDocuments quickly emerged as one of two on the shortlist.

It then became the preferred option for several reasons. KVVDL found that NetDocuments' native Cloud-based solution offered all the innate advantages that meant that there's no need for on-premise servers and no more disruptive upgrades.

In addition, NetDocuments' German data centre was an important consideration for KVVDL as the firm wanted to keep client data within the EU zone.

Sebastiaan Hogenboom adds, "During the tender process Advanced impressed us with their professionalism, by really listening to us and producing a very detailed proposal. So NetDocuments, implemented by Advanced, was the option we went with."

Implementation and training

The implementation and training phases ran smoothly with the project being managed well and delivered on time. Sebastiaan Hogenboom says: "We found that the Advanced project team are really good at technical engineering and at

Client >

Kennedy Van der Laan

Sector >

Legal

Project >

Adoption of NetDocuments document management system.

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Sebastiaan Hogenboom >
IT Manager >
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project management. They absolutely delivered what was promised in their initial proposal. This included forming a pilot group of lawyers and secretaries six weeks before go-live to be trained and to conduct extensive system testing."

Following the implementation, there were planned hands-on classroom training sessions; and 'floorwalkers' in KVDL offices for when the system went live. By April, however, the global pandemic made this impossible.

Nevertheless, by then everyone in the firm was working 100 per cent remotely and KVDL didn't want to defer gaining the advantages of the NetDocuments system. As a result, Advanced adapted the training so that this could be delivered online to all of the users in over 20 sessions, with 10 people per two-hour session. This gave everyone the opportunity to log into a training account, ask questions and properly learn the system.

The new document management system then went live to the whole firm in one day. Sebastiaan Hogenboom comments: "We provisioned 10 internal people and five Advanced virtual floorwalkers to answer questions and help people for the first three to four days. However, because of the great user experience of the solution and expertly-run training sessions, their support was hardly needed. The launch went very smoothly and few questions were received. We think this was because of the testing, the quality of the end-user training, and decisively, because the system is so easy to use."

Positive feedback

Since going live, the NetDocuments document management system has received a lot of positive feedback and users at KVDL are really happy with it. They find it quick and intuitive,

and it really supports the way they work. This is evidenced by the fact that the number of emails being filed has increased dramatically, simply because it's so easy to do.

At the time of writing, KVDL is planning to launch the collaboration functionality of NetDocuments. This will enable clients to access and mark-up version-controlled copies of their documents on the system, which is something that some clients are now looking for. KVDL also have practice areas in the firm that are very keen to get started with this.

"By implementing NetDocuments with Advanced, we now have a true SaaS solution that aligns with the firm's IT strategy. We notice increased productivity and benefits in terms of costs, business continuity and resilience."

Clients and prospective clients are also very interested in the security provision that NetDocuments offers. The firm are now able to give them complete reassurance because of NetDocuments' multiple data-security accreditations and the fact that it's used and trusted by some of the world's biggest financial institutions.

Sebastiaan Hogenboom concludes, "I would strongly recommend NetDocuments and unreservedly recommend Advanced. I've found Advanced to be a really professional organisation from start to finish that has totally delivered on what was promised. By implementing NetDocuments with Advanced, we've now gained a truly SaaS solution that aligns with the firm's IT strategy. It's making users more productive and delivers cost, business continuity and resilience benefits. We're really happy with the results."

"We plan to launch the collaboration functionality of NetDocuments in the near future for improved collaboration between our legal practices and our clients"

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