

Eversheds Sutherland scales iManage Work 10 across 31 offices

"The team at Harbor are experts at providing support and guidance throughout the whole transformation journey. They ensure the essential information is effectively cascaded through their team members. This resulted in all of our people having the same training experience regardless of where they were in the world."

Sue Chick, Digital Transformation Manager, Eversheds Sutherland

Eversheds Sutherland engaged Harbor to support the rollout of iManage Work 10 across 31 offices and six time zones. The nine-month program involved more than 4,000 people across four languages and required coordinated planning, resource development, training, and post-implementation support.

The firm needed a consistent approach that could accommodate different regions, roles, languages, and levels of experience while supporting adoption of a new document management system.

Orchestrating a global rollout

Harbor worked closely with Eversheds Sutherland's senior stakeholders and iManage program team to understand the scale and complexity of the rollout. This consultation informed a detailed project map and communications plan.

The program was delivered in tiers, with local change champions trained before other colleagues. Harbor also worked with the firm's Learning & Development team to schedule just under 2,000 training events through the firm's existing learning management system.

Creating consistency across regions and roles

Harbor created more than 100 generic guides and videos, 30 customized guides, and 10 customized videos. The team also developed an eLearning package tailored to Eversheds Sutherland's iManage configuration and business processes.

To support the firm's international workforce, 10 core quick reference guides were provided in English, French, and German. Instructor-led training was delivered in English, French, German, and Arabic, with sessions recorded for future playback.

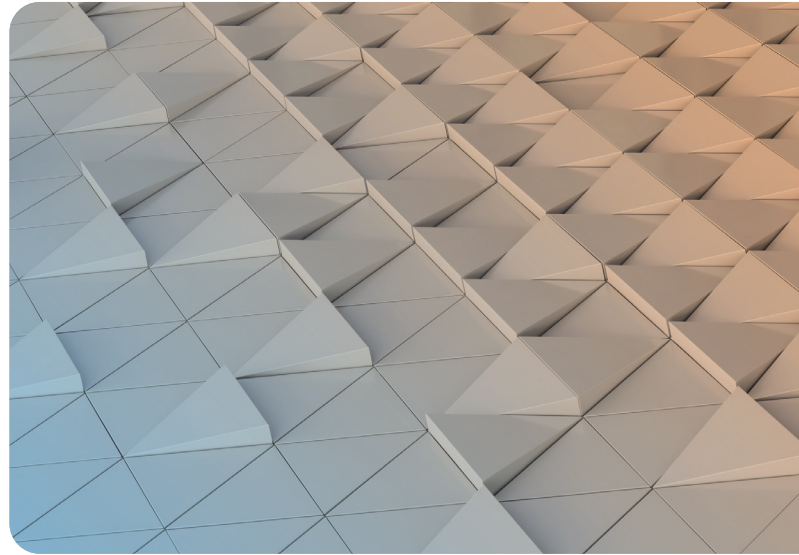
The program included change champion training, train-the-trainer sessions, user acceptance testing support, and end-user training.

Sustaining adoption after implementation

Following implementation, Harbor provided online drop-in clinics, workshops, one-to-one sessions, and mop-up training for people who had missed earlier sessions. Support was delivered across the firm's different time zones, helping users address knowledge gaps and build confidence with the new system.

The project was completed on schedule and within budget. Training was well attended, with attendance consistently exceeding 85% across the different regions.

The coordinated approach gave people across the firm a consistent training experience and supported adoption of iManage Work 10 at scale.



"The team worked closely with **all facets** of the iManage programme and quickly became part of the **core delivery team**."

Sue Chick, Digital Transformation Manager, Eversheds Sutherland

HARBOR

Harbor is a globally integrated team of strategists, technologists and specialists focused on helping law firms, corporations, and their law departments achieve breakthrough outcomes. We are also helping to steer a legal industry in the midst of turbulent change. We navigate alongside our clients and partners, providing salient insights, scalable resources, and seasoned advice.

This engagement was initiated by iTrain, which is now part of Harbor.

EVERSHEDS SUTHERLAND

Eversheds Sutherland is a global top 10 law practice with more than 3,000 lawyers across more than 70 offices in over 30 countries. The firm advises multinational clients across a broad range of practices, including corporate and M&A, disputes, energy and infrastructure, employment, financial services, intellectual property, real estate, and tax.