

Making the Case for First Class Reporting

Client Industry:

Legal Services

Products Used:

Vyapin's [SharePoint Farm Reporter](#) :



Microsoft SharePoint 2013:
<http://office.microsoft.com/sha-repoint>



Challenge: To implement a reporting solution that would pinpoint the right documents to migrate to from SharePoint 2007 to SharePoint 2013 and provide better insight into document usage.

An international law firm with a client list of the world's leading companies, needs to make smart, fact-based decisions every day. The firm's information management system must keep pace with the client-related activities of its attorneys. Now with Vyapin Software's SharePoint Farm Reporting solution, one firm can easily analyse document usage and make decisions that support attorneys in delivering world class service to their clients.

About the Client

One well know firm with a reputation for providing exceptional service to clients around the world in complex litigation, corporate and tax, intellectual property, restructuring, and counseling matters needed to make a change in the way it managed information.

As the firm continued to grow there was a corresponding increase in the volume and diversity of document types that needed to be managed. Each practice area in the firm carries its own unique set of relationships, case information, feedback, and other material that adds to the challenge of document management. As a firm recognized for client service and innovation, this organization saw in this challenge, the opportunity to build a solid knowledge management platform that would enable its attorneys to best deliver for their clients for the years to come.

The Business Challenge

An early technology project established SharePoint 2007 as the document repository of choice. However, the addition of new clients, new practice areas, and the need to keep up with ever changing compliance requirements were pushing the firm's information management needs beyond what the current system could handle. To alleviate this, the decision was made to upgrade to SharePoint 2013 which brought with it the promise of a stronger platform for storing, searching, sharing and retrieving documents.

Benefits:

- Better insights for decision making
- Time savings
- Ease of use

“We see a real need to have tools that augment reporting for SharePoint customers. Enabling clients to find the right information quickly and to make insightful decisions is how we define success”

- Ganesan, Product Manager, Vyapin Software Systems

A number of goals were set out for the new SharePoint environment:

- Attorneys would be able to quickly and easily find the most valuable and relevant content;
- The right content would be identified and migrated into the SharePoint 2013 environment;
- There would need to be confidence that content would be treated according to applicable compliance legislation.

Consistent with any large migration effort, this firm wanted to avoid the added time, cost, and clutter of migrating unused content to the new environment. A lack of reporting capabilities in SharePoint made it difficult to accurately understand the lifecycle of the content and how it was being used. Without detailed usage statistics, there was no way to determine what was most important and a priority for migration.

Solution: Vyapin’s SharePoint Farm Reporter

In searching the web for a SharePoint reporting solution that might address their challenges, the firm found a number of options including Vyapin Software’s SharePoint Farm Reporter. SharePoint Farm Reporter was selected for the reporting detail it provided and its ability to drill down to a list or document level.

New Reports, New Insights

According to the project team at the firm, the detailed reporting capabilities of SharePoint Farm Reporter helped make the new SharePoint 2013 environment clean and easy for attorneys to use. The tool captured data on document usage in the SharePoint 2007 environment and accurately identified which content was being accessed most frequently and was therefore a priority for migration. The tool’s reporting also made clear which content did not need to be migrated saving time and effort.

Easy to Find and Use Content

With more than 90 out-of-the-box reports, SharePoint Farm Reporter tracks events and activities that take place in SharePoint farms on a day-to-day basis. SharePoint administrators can schedule a selection of Farm Report reports to run automatically to gather data on content usage. These reports are then shared with business analysts who can confidently recommend to each practice’s lead knowledge management attorney the appropriate actions to take with the content.

One of the valuable results of this process is that the most used content is displayed prominently and promoted on the SharePoint site making it easily discoverable by attorneys.

Benefits

SharePoint Farm Reporter delivered a number of benefits to this particular client:

- **Improved decision making:** The new and improved reporting provides usage information giving the insights used to confidently determine the treatment of various types of content.
- **Time savings:** Reports that detail usage of popular content allows that content to be promoted thereby easing site navigation. This saves valuable attorney time which would otherwise be spent searching for information.
- **Ease of use:** Given the tool's ease-of-use, administrators were able to focus on migration details and implementing enhancements to the system rather than expending energy on overcoming a steep learning curve.

A final, important benefit is the thanks received from the attorneys who use the site every day and truly appreciate the improvements that were made.

Conclusion

Delivering high value to clients around the world while being efficient with billable hours is the challenge that all law firms face every day. This firm's case for efficient, clutter-free access to facts, figures, and data is clear. The comprehensive reporting tools from Vyapin Software augment the firm's SharePoint 2013 implementation to meet this challenge. Combined, they produce insights that enabled this global firm to effectively respond to the needs of its legal professionals who in turn can continue to meet the needs of their clients.