opentext™

SUCCESS STORY

Clifford Chance

Industry
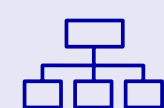• Legal

Solution
• Decisiv

Services
• OpenText Professional Services

Results

🌐 **A unified search location** which returned results from seven global Clifford Chance systems

🗂 **Normalized non-standard meta-data across systems** and mapped to a standard taxonomy

⏱ **Created a lightweight UI** that worked quickly on slower bandwidth systems

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CLIFFORD CHANCE

Clifford Chance Builds a Comprehensive Search Infrastructure with OpenText Decisiv Search

Leading global law firm leverages OpenText to consolidate internal search systems for one unified search.

The system, named CC Search, offers one unified search location which returns results from seven global Clifford Chance systems.

Clifford Chance is a global law firm with 6,000 lawyers and business services staff in 29 offices in 20 countries. The firm's knowledge management (KM) team undertook a survey of its partners and lawyers to find out how the firm was performing from a knowledge management perspective. A common thread in the responses was the need to improve the ability to search simultaneously across the firm's knowledge resources. The KM team knew they had extensive knowledge and expertise within the firm but realized that they had to provide a more efficient and effective way for people to access and unlock the value that it represented. They turned to OpenText™ Decisiv™ Search for the solution.

At the end of the proof-of-concept process, OpenText™ Decisiv Search was the winning solution. Thus began the implementation process from prototype to full deployment. The implementation was divided up into

a five-stage process: the back-end integration to confirm the correct data was being retrieved and security honored; next the alpha build to develop usability testing, meta-data refinement and relevancy tuning; then the beta build for user interface refinements, relevance tuning, and performance testing; leading to the pilot release deployed to the Amsterdam office for real-life testing; followed by the full global roll-out.

Given the diversity of the firm's numerous international offices, there was a list of challenges that needed to be overcome in the initial

back-end integration phase. One item identified early on was the need to normalize and consolidate the diverse systems across the firm's many offices. Non-standard meta-data needed to be normalized across systems and mapped to a standard taxonomy in order to realize the

full potential of filters. When searching for an author, the filters needed to be uniform to know what documents were written by "Sam Dimond",

otherwise you may miss those authored by "Dimond, Sam" due simply to the metadata structure.

Performance was also a key consideration in the implementation. Bandwidth varies in different countries and offices, so to ensure that the system worked well for the vast Clifford Chance community, the KM team needed to build a lightweight UI that worked quickly on those slower bandwidth systems.

Another factor for consideration was the amount of content produced by the different offices. The firm's largest office is located in London, but the team didn't want the London results to overrun the smaller offices. Some users needed to give emphasis to results specific to

their country, such as Netherlands law results for the Amsterdam office, whereas others would want more regional results to be returned–for example, much of the content produced by the Hong Kong office is used across other offices in the firm's Asia Pacific region. To overcome this, the team set default search preferences for each user to allow them to initially focus in on their office, region or on all the firm's content. Any content deemed of interest to all offices appears irrespective of users' preferences to make sure it is not missed.

The system, named CC Search, offers one unified search location which returns results from seven global Clifford Chance systems. For the pilot phase of the implementation, the team chose to roll the system out to the Amsterdam office first. During one of the training sessions, they asked the audience to suggest sample searches. One user, a partner, requested a few different searches and when the results were returned, he commented ***"Incredible! Now can you print those off? I've been looking for that information all morning."*** Immediately the system was off to a great start.

About OpenText

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