Sheppard Mullin Deploys 1,000 Seats of X1 to Provide Real-Time Knowledge to Their Lawyers

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>
> – Tom Baldwin, Chief Knowledge Officer

The Client

Sheppard, Mullin, Richter & Hampton LLP was founded in Los Angeles in 1927, on the principle that the firm would succeed only if its attorneys delivered prompt, high quality, cost-effective legal services. Today Sheppard Mullin is an AmLaw 100 firm, with more than 430 attorneys in nine offices throughout California and in New York and Washington, D.C.

The development and expansion of Sheppard Mullin's practice in response to client needs remains the core focus of their leadership. Clients turn to the firm to handle a full range of corporate and technology matters, high stakes litigation, and complex financial transactions. The firm's clients include 55 of the Fortune 100 companies.

The Challenge

The ability to find information fast helps Sheppard Mullin deliver on their core value of high-quality, prompt legal services. The firm's IT managment and their Chief Information Officer, Donna Paulson, understood the benefits of desktop search.

IT management was also looking to the future. They knew they needed a comprehensive search solution, not just to find specific information, but to know at any moment precisely what information resided on their data stores. And because the firm's professionals need to take action quickly on search results, Sheppard Mullin IT management wanted a search solution that would let users act on search results with a single mouse click, without having to switch between applications.

Sheppard Mullin Chooses X1

After evaluating a number of other solutions, including some that are advertised as free, Sheppard Mullin decided on X1 Professional Client for their immediate needs because X1 provided a collection of benefits they were unable to get from any other vendor.

Customer
Sheppard, Mullin, Richter & Hampton LLP
www.sheppardmullin.com

Business Challenge
A vast amount of unstructured data (more than 1 million documents and growing) that needed to be indexed for rapid search.

The ability to search documents in an Interwoven document management system.

X1 Solutions
- X1 Professional Client
- X1 Enterprise Search Suite
- X1 Content Connector for Interwoven

Benefits & Results
- Reliable, responsive support.
- Future ability to search Interwoven Worksite from the X1 user interface.
- Only solution to scale to 1 million documents while still providing sub-second response to query.

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Benefits of the X1 Solution

X1 provides the features business needs. Paulson found that unlike other offerings, X1 provides configuration management to speed deployment throughout the firm. And she was aware that Sheppard Mullin wanted more extensive support than is available from vendors whose products are advertised as free.
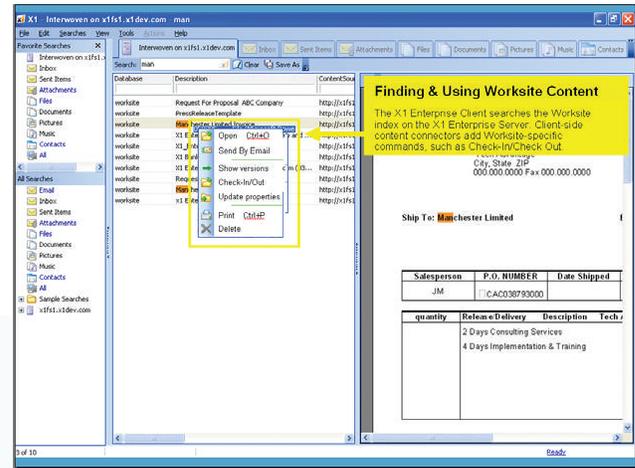
Post-search actions make fast search even faster. Paulson liked the time savings that resulted from users' being able to take post-search action on search results without leaving the X1 user interface. For example, the firm's lawyers can quickly find an email with information needed for a case and forward it or print it without leaving the X1 interface.

Ready to meet enterprise requirements. Sheppard Mullin wanted a platform that would grow with their needs. Paulson saw a need to search centralized files and soon other content stores as well, and knew X1 Enterprise Search Suite would meet this need.

Extensible to other enterprise document and knowledge management systems. Most work at Sheppard Mullin is done at the desktop, using email and the Interwoven Worksite document management system. Since most of the company's documents are stored in their Interwoven system, integration of any candidate search solution with Interwoven Worksite was a requirement. The firm knew that X1 was developing a Content Connector for Interwoven Worksite, so their attorneys would be able to search Interwoven from their X1 user interface.

Content Connectors are software modules that allow X1's proprietary indexing engine to integrate with specific enterprise information systems, so business users can search databases and other enterprise applications and take contextual actions on the search results. This diagram shows the Content Connector

architecture for X1 Enterprise Search Suite. Content Connectors for Files, which is part of the X1 Enterprise Search Suite product, provides access to 400+ different types of document and data file formats that are fully indexed by the Enterprise Server and searchable by a Professional Client (thick client) or, if on a server, by a Browser Client. Additional Content Connectors can be purchased or built to extend X1's search capabilities to specific corporate data stores. (Customers can create a Content Connector for their proprietary data with the X1 Software Developer's Kit.) Sheppard Mullin decided to purchase the Content Connector for Interwoven Worksite.

The following illustration shows the user experience a lawyer at Sheppard will see when using X1 to interact with an Interwoven Worksite content management system:
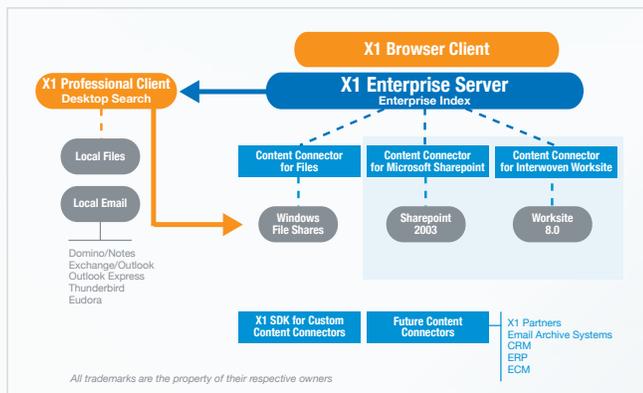

Sheppard Mullin professionals will be able to find and preview documents in Interwoven. When X1 finds documents, it also indexes the metadata for each search result. This means that, as shown in the screen shot, professionals at Sheppard Mullin will use the familiar Interwoven commands to check a document out and open it. However, once the document has been opened, X1 still supplies the ability to use the commands in which the document was created. So, for example, an attorney who needs to add an addendum to an April 2004 contract between the firm and Smith Brothers would use X1 to find the contract in Interwoven, use the Interwoven commands to check the contract out, and then use Word commands to write and save the addendum. When he was finished, he would use Interwoven commands to check the document back in. And all this could happen from the X1 user interface.

The X1 Results

Sheppard Mullin has now deployed X1 to more than 900 users. So much business is conducted in email in these days that finding email fast is a major benefit for the firm. "Our lawyers love X1 and the ease with which they can find and retrieve email" says Tom Baldwin, Chief Knowledge Officer at Sheppard Mullin. The firm now plans their beta X1 Content Connector for Interwoven for fall 2005.

About X1 Technologies, Inc.

X1 Technologies, the innovator in enterprise search solutions was founded in 2003 with the vision of providing a single user interface capable of previewing and acting upon data anywhere in the enterprise. X1's patented search technology scales from a single server to tens of thousands of desktops. Innovations pioneered by X1 include find-as-you-type searching along with unified, actionable search. X1 is a technology partner with leading companies such as Microsoft, Oracle and Symantec. Headquartered in Pasadena California, X1 is an operating company of Idealab. For more information, visit http://www.x1.com or call 626-229-3050.