

iManage Op Kit

Simplify System Administration

Managing iManage

Over many years of working with our iManage clients, the same issues consume substantial operational resources.

First, there are frequent requests to unlock checked-out or in-use documents. Unlocking must be done with care since it may violate document integrity. While you can unlock your own documents, iManage restricts unlocking others. Through elevated rights, the Help Desk can unlock documents. Unfortunately elevated rights permit access to restricted documents as well.

Second, many organization have policies that prohibit end users from deleting documents. While this policy is prudent, it creates substantial operational overhead. Someone must remember to delete documents users mark for deletion. Further, to delete other's documents requires administrative rights that force the mundane task of deleting documents on the job duties of your high-level operational team members.

Finally, one of the top five Help Desk calls is to respond to document security requests to provide access to a document. These requests are frequently time sensitive and require accurate follow-up.

The Solution

While iManage offers powerful tools for system administration, they are not granular enough and require very experienced system administrative skills not appropriate for use by Help Desk personnel.

The **iManage OpKit** simplifies iManage system administration by pushing tasks to the appropriate skill level.

Benefits

- **unLocker** safely delegates document unlocking to Help Desk with audit logs and control.
- **AutoDelete** eliminates the risk inherent in allowing end-users to directly delete documents while not adding new tasks to the operations team check-list.
- **SelfServ Security** eliminates the wait time to access secured documents yet provides automatic audit and notification.

unLocker

unLocker is a utility to allow Help Desks and Network Administrators to unlock checked-out or in-use documents without administrative rights.

AutoDelete

AutoDelete utility reduces system administration time by automatically queuing documents marked for deletion. There are two versions of the product. One version places *marked for deletion* documents in a queue for seven days, then hides them from end users for up to 30 days before deletion. This waterfall technique provides users time to reverse the deletion process. Audit trails and notification reports are available. AutoDelete is a server and client tool.

AutoDelete Classic is a server-only solution that deletes documents based on inactivity and specific profile properties, typically the document type.

SelfServ Security

SelfServ Security (SSS) enables authorized users to add iManage users to a document's access control list. Once added, the document author is notified of the change, and the change request is logged. Use is restricted by iManage library, group or document.

Learn More

The **iManage OpKit** is priced per enterprise for \$8,000.

Call **Baker Robbins & Company** today to learn more.