

CASE STUDY

Embedded workflows. Effortless transition.

Steele Raymond's existing document solution had been in place for years. Users were comfortable with it. Replacing it meant overcoming ingrained habits and ensuring seamless adoption. NOVAPLEX delivered a smooth transition with rapid user uptake, strong engagement, and highly positive feedback—without disrupting the business.

 CLIENT Steele Raymond	 SECTOR Law	 SCALE 100+ staff	 OFFICES Bournemouth · Southampton · Poundbury · Christchurch
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WHY STEELE RAYMOND CHOSE NOVAPLEX

Steele Raymond invested in iManage 10 to improve business efficiency. As part of the implementation, the firm identified the need for a new way of consistently creating business documents. User adoption was the critical challenge—their existing solution had been embedded in daily workflows for years, and change management would be essential for success.

The firm needed a solution that was intuitive enough to drive rapid adoption, powerful enough to deliver consistency, and integrated seamlessly with iManage. Most importantly, they needed a partner who would take time to understand their business and how they work.

NOVAPLEX DELIVERED FROM DAY ONE

NOVAPLEX worked closely with the IT team to understand requirements, timescales, and user needs, delivering seamless execution:

User-first experience

Intuitive interface requiring minimal training—adopted seamlessly by users, creating the consistency the firm wanted while reducing document production time.

Seamless iManage integration

As a trusted iManage Technology Partner, NOVAPLEX integrated smoothly with iManage 10, ensuring users had a central location to access templates with house style enforcement.

Transform and Template Studio Docs integration

Transform fixes styling and numbering in one click instantly applying your brand formatting to business documents. DOCs ensures every document is consistent, professional, and on brand—boosting productivity and cutting admin overheads.

Effortless rollout

Transition from a well-established solution delivered on time and on budget, with change management handled behind the scenes.

Risk reduction and compliance

Consistent brand and document quality reducing errors and ensuring compliance across all client-facing materials.

Although change can be challenging, the transition was delivered smoothly. Rapid adoption, strong engagement, and highly positive feedback demonstrated that the solution not only worked technically—it worked for the people using it daily.

IN STEELE RAYMOND'S OWN WORDS



We needed to create a consistent approach on how we presented our documents throughout the firm. Template Studio Docs ticked all the boxes and with very little training it has been adopted by our people seamlessly, which has created the consistency we wanted and reduced the time taken to produce documents.

— Yvette Moss, IT Director, Steele Raymond



Change to NOVAPLEX

If you're worried about disrupting established workflows or user resistance to new systems, it doesn't have to be that way.

Visit novaplex.co.uk to see how we turn resistance into rapid adoption.