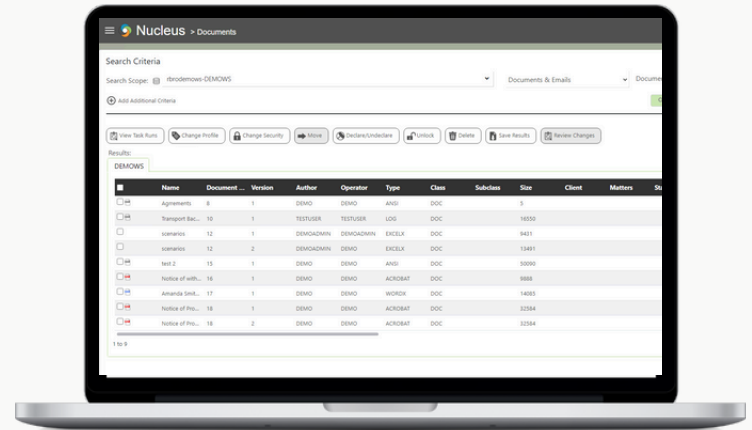




Enable administrative staff to perform a variety of end-user support functions without requiring NRTAdmin access



Assistant allows for the delegation of end-user support functions to administrative staff without requiring NRTAdmin access. Because *Assistant* ensures that actions are performed securely across all databases and all activity is tracked via an effective logging mechanism, organizations can be confident that helpdesk staff can assist end-users without gaining access to information beyond their permission level.

Designed to empower users in any iManage Work 10 environment in the cloud or on premises, *Assistant* helps users go beyond the basics of productivity to discover contextually relevant content faster. *Assistant* provides effective delegation of key capabilities to IT support teams of varying responsibilities. This solution includes the ability to quickly locate relevant content and execute targeted operations against individual items, client/matter groups, or entire libraries across geographic boundaries based on provided search criteria.



INCREASED EFFICIENCY

- Search/perform operations across multiple libraries simultaneously
- Task optimization to ensure smooth system performance
- Capacity to manage content, regardless of where it currently resides



REDUCED RISK

- Only provide staff with access to required content
- Adjust security without exposing content or blocking user access
- Examine a detailed audit log and revert changes without undoing triggered actions



ROBUST CAPABILITIES

- Make granular profile updates by changing metadata in a controlled way without removing required values
- Review updates performed by any user at any time
- Universal API compliant - compatible with iManage Work 10 environment



ASSISTANT



RBRO SOLUTIONS

PRODUCT FEATURES:

- Leverage the document and workspace search based upon the corresponding metadata to perform powerful operations.
- Change metadata and security of workspaces, folders, and documents in bulk.
- Delete folders and associated content by either purging or trashing the material.
- Bulk update and declare or undeclare documents as records.
- Unlock documents that users cannot access.
- Push changes made to workspace/folder metadata and security down to child documents with granular options, using the 'refile' operation.
- Web-based platform - install on one server and administrators can access it from any internet-connected device.
- Intuitive user-interface (UI) to maximize ease-of-use and overall business efficiency.
- Review and/or monitor previously run operations for status and view error details on a user-friendly UI.
- Remotely check-in documents, empowering support staff to check-in documents on behalf of an end-user without losing the changes and making the document available to others.



ABOUT RBRO SOLUTIONS:

A premiere iManage Partner since 2003 and trusted globally by over 400,000 business users, RBRO Solutions is dedicated to helping organizations get the greatest value from their business content and work processes by extending the power of their iManage Work solution. With over 700 iManage engagements, RBRO applies best practices and know-how to simplify iManage implementations, upgrades and migrations. RBRO transforms how organizations get work done with adoptable and scalable improvements in business efficiency and agility that integrate seamlessly across corporate systems, adding value to the iManage Work solution and enabling you to decrease your overall cost of ownership by simplifying tasks and empowering users.

**Baker
McKenzie.**

"Assistant delivers on our requirements via an experience that enables our team to nimbly handle constant requests and changes that arise in our diverse environment."

• Simon Dandy, Director of Legal Technology Solutions, Baker McKenzie LLP.



SALES@RBROSOLUTIONS.COM
WWW.RBROSOLUTIONS.COM

888-676-7276 NA
0800-088-5378 UK