Company
National Grid is a leading international energy infrastructure business and the largest utility in the UK. The company also operates the high-voltage electricity transmission network across Great Britain and owns the 7,500 km high-voltage electricity transmission network in England and Wales. Additionally, National Grid owns and operates Britain’s 6,800-kilometer, high-pressure transmission pipeline network and the country’s largest network of lower-pressure-distribution gas mains, covering the North West, the Midlands, East Anglia, and North London. At 132,000 kilometers long, this represents more than half of Britain’s gas distribution network, delivering gas to around 11 million homes, offices, and factories.

User Profile
National Grid’s solicitors/attorneys in the UK and US use Workshare Professional to ensure outbound content compliance in combination with Microsoft Office 2003 Professional and Microsoft SharePoint Portal Server.

The Challenge
National Grid has a vision to be the world’s premier utility company. To meet this objective, the entire business must implement best practices company-wide, and the legal department is no exception. Following several mergers and divestments over the last few years, the legal team was looking for a tool that would help the multiple distributed groups to easily work together on legal documents within a secure extranet environment, while automatically managing multiple document versions and changes.

The legal team was an existing Workshare DeltaView customer but saw the benefits of a more complete document-integrity solution. National Grid wanted to have the document-verification capability of its existing Workshare application with the facility to automatically eliminate any hidden and other confidential information from their documents before being distributed to clients, partners, contractors, or suppliers. By incorporating the ability to cleanse documents of hidden metadata, National Grid’s legal team has improved the security of its legal documents.

National Grid also required an end-to-end solution with the document management, collaboration, verification, and compliance features all designed to work together seamlessly. Workshare Professional tightly integrates with Office 2003 Professional and SharePoint, which met this requirement. It will also assist in the organization’s migration of multiple-legacy document repositories to a centralized and leading-edge document management and portal solution.

Adam Davidson, Solicitor, National Grid, said, “As we looked more deeply into our document management processes, we became concerned about the potential risk of hidden or other confidential data in our documents. We learned that, on the surface, documents might appear to be clean but, in fact, have a lot of information that we would not wish to be shared externally. We recognized the need for the more advanced features of Workshare Professional to mitigate the risk of exposing this confidential data.”

The Workshare® Solution
Building on its experience with Workshare DeltaView for document comparison, the legal team at National Grid decided to upgrade to Workshare Professional, which includes integration with Microsoft SharePoint. By moving to Workshare’s flagship product, the company
Workshare Professional provides the fastest, most accurate and secure review and exchange of business critical documents. It eliminates version/master proliferation and confusion when sharing documents across email, portals, and document repositories. Importantly for National Grid, Workshare Professional secures document exchange and eliminates content leaks while providing on-demand and policy-driven PDF conversion and metadata management for around 1,000 documents at any one time.

“Another key element for us was the ability to quickly, easily, and cost-effectively deploy a complete solution combining Workshare Professional, Microsoft Office 2003, and Microsoft SharePoint. Workshare Professional has out-of-the-box integration with the Office 2003 Professional and SharePoint platform, greatly reducing the time to deployment and long-term maintenance. With so many legacy systems to consolidate, Workshare has quickly become a key part of our document-integrity and management strategy,” said Davidson.

The Benefits
The Workshare Professional deployment has generated significant benefits for the legal team. It has made it easier to incorporate or edit changes to documents from the team as well as see the trail of changes that need to be accepted or rejected as part of the document-approval process. Furthermore, it has provided National Grid’s legal team with a flexible solution for outbound-content compliance while establishing consistent document-security policies for all users.

A further benefit for National Grid has been the rapid validation of the project. By reducing administration, manual tasks, and maintenance of multiple document repositories, the legal department is set to generate a return on investment in just one year.

“In addition to generating significant cost and process benefits, we have seen an increase in user confidence and awareness. The legal team knows that by using Workshare their documents will be clean and that information remains secure and confidential,” concluded Davidson.

In recognition of the Microsoft and Workshare project, the National Grid legal team won the prestigious award of “In-House Legal Department Initiative of the Year” in 2005 from Legal Technology magazine.
About Workshare
Workshare is a leading provider of secure enterprise file sharing and collaboration applications. Workshare allows individuals to easily communicate, create, share, and manage high-value content anywhere, on any device. Workshare enhances the efficiency of the collaborative process by enabling content owners to accurately track and compare changes from contributors simultaneously. Workshare also mitigates the commercial risk posed by inadvertently sharing confidential or sensitive documents and information.

More than 1.8 million professionals in 70 countries use Workshare’s award-winning desktop, mobile, tablet, and online applications.

Enterprise-class infrastructure
Workshare provides enterprise-class data security and availability for its clients by applying the latest technology and best practices to safeguard data, prevent unauthorized access, and guarantee availability.

Workshare cloud infrastructure is hosted by a range of fully accredited data center partners across Europe, Asia, and North America. Workshare data center partners are ASHRAE, ISO 27001 Information Security Management System (ISMS), and/or SAS70 Type II audited/certified. North American partners are also FDA Federal Information Processing Standard (FIPS) and healthcare-applications compliant with HIPPA's Security and Privacy Rules.

Workshare's desktop and server applications are sanctioned by corporate IT services and are installed behind the firewall.

Deployment options
Workshare flexible deployment options enable organizations to leverage a secure, scalable, cloud-enabled desktop, mobile, or online environment.

Desktop – For organizations that require direct control and onsite management of their digital content, Workshare Compare, Protect, and Professional desktop applications are installed behind a corporate firewall.

Mobile – For organizations that require direct control and onsite management of their digital content shared via mobile devices, Workshare Compare and Protect Server and applications are installed on the server side.

Cloud – Workshare's cloud deployment leverages Workshare's full capabilities online, with an advanced data center architecture that provides exceptional security, availability, and scalability.

Hybrid Cloud – For organizations that require direct control and onsite management of their digital content, Workshare can be installed behind a corporate firewall.

Customers
Workshare works with organizations of all types and sizes, particularly those that have a high degree of collaboration and communication among distributed stakeholders and cross-functional teams or work in highly regulated sectors where document security is a prerequisite. Sectors include:

- Legal & professional services
- Business management/consulting
- Banking & financial services
- Creative & advertising services
- Healthcare & pharmaceutical
- Government & non-profit