

# iTrain Ali – Next Generation iManage Training



## iTrain Legal launches iTrain Ali - an iManage legal specific chatbot learning environment available through MS Teams or the Web.

**iTrain Legal, an iManage training partner and leading legal IT training services provider, is pleased to announce the launch of its new service, iTrain Ali (Artificial learning intelligence), a next generation AI chatbot service built to assist with training requirements at “Point of Need.”**

### The challenge of digital adoption

Frequently, users need support using key business systems - the “How Do I?” questions. Currently, these questions are raised with in-house support and training teams who endeavour to respond quickly but this is often after the event which results in delaying users in performing their tasks or, worse still, them finding an inefficient workaround, which is passed from person to person. In addition, the training support materials in the form of guides or videos are often not easy to access, meaning that they are often underutilised. The net result is frustration, inefficiency and lower productivity.

### How can iTrain Ali assist?

iTrain Ali is a web and mobile based AI ChatBot that has been specifically developed by iTrain to assist at a person's point of need. Ali currently supports iManage but within the next few months will be extended to other core systems in use at law firms.

Designed by experienced legal IT trainers at iTrain, Ali provides iManage users with a comprehensive ChatBot environment. Ali proactively, and on a step by step basis, assists users in using iManage effectively to complete their daily tasks efficiently and ensure that they get the best out of iManage.

“If you are looking to roll out iManage within your organisation it's critical to ensure you bring your people along on the journey. Having a proactive Chatbot to help ensure your users are fully aware of the plans within the business, and sharing information and videos are a critical part of that journey.” states Dorigen Sykes, Managing Director of iTrain Legal.

“Uniquely, iTrain Ali analyses a user's response to specific questions and, from this, tailors the information and answers provided so users can quickly learn at their point of need and continue to keep pace with technology change.” continues Dorigen. “Furthermore, by providing Ali in easily accessible web and mobile environments we are enabling people to get to the right information and answers quickly and without requiring the assistance of internal support and training teams.”

Geoff Hornsby, General Manager for iManage adds, “It's great to see iTrain have developed such a useful service to assist our iManage users. The launch of iTrain Ali augments the enhancements and developments we have made to iManage recently to assist our users and confirm iManage as the leading DMS in the legal sector.”

### Who can use iTrain Ali?

Working with several firms, iTrain Ali has demonstrated its value at all stages of a firm's journey with iManage. For firms just about to deploy iManage, iTrain is able to assist in communicating key requirements such as firm policies and marketing messages to generate excitement. This helps people fully to understand the change and embrace the new system as it is deployed. It is then a critical first port of call when people use the system for the first time, supplementing the ‘in person’ floor support and crucially continuing that service when project support ends.

iTrain Ali is proving equally important to long standing iManage clients, where it can assist with user inductions and ensure any system or firm updates/changes are seamlessly managed. Ali helps also to underpin a firm's staff skills development and training programs by proactively checking and assess knowledge, identifying gaps by providing a virtual assistant to all people at any time, whenever they need it. It also assists by providing relevant content by way of web links to easily surface guides or videos.

“Our goal with iTrain Ali is to aid firms with their use of iManage and to help them realise the business benefits of implementing this industry leading document management solution as well as maximise ROI, user satisfaction and adoption.” concludes Dorigen. “More exciting still is that early next year we will be launching additional iTrain Ali modules focussed on other key legal applications such as practice management.

For more information on iTrain's change management, business as usual and skills development training services please contact us a [info@itrainlegal.co.uk](mailto:info@itrainlegal.co.uk).

### About iTrain

iTrain is a legal specific training firm providing end user software training services to law firm and other professional organisations. With a team of dedicated law firm trainers, iTrain has worked with over 50 law firm and other organisations assisting in business change programs, skills development and other specialist training services.

