

Foundation - Enhanced Experience Management Service



Description

Service to extend the quality and robustness of client and matter data through a structured, systematic, and rules-based approach by establishing profiling workflows.



Pain Points

When someone at a law firm wants all the information on a specific client, matter, or lawyer, data is held in many different systems, spreadsheets, and often only in lawyers' heads. 'Pardon the Interruption' (PTI) emails require lawyers to take time to read and reply if they have the relevant experience. Finding the right information, whether for winning business or delivering on current matters, is time-consuming and resource intensive.

- Data silos prevent flow of information between departments
- Legal cases generate vast amounts of data and information
- Keeping information up to data on matters that vary considerably between practices, sectors, and geographies.



Outcomes/Benefits

- **Get immediate answers** – Timely and accurate experience data provides answers to problems faced by clients, lawyers, and internal teams.
- **Powerful searches and reports** – Fully connected client, matter, and lawyer data made seamlessly available to end users.
- **Find representative matters** – Quickly identify representative matters for relevant precedent, documents, and pricing.
- **Capture and share knowledge** – Deliver legal work, manage matters, and win business.
- **Pitches and proposals** – Identify the exact experiences you need to tailor responses and win business, in minutes.
- **Matter management** – Access complete information on every matter, past or present, quickly and easily - enabling you to manage them efficiently throughout their entire lifecycle.
- **Matter profiling automation** – Emails and forms that ask the right people at the right time for the right information.
- **Answer complex legal questions** – Access the information your clients and lawyers need without pardon the interruption emails.



Firm Resources Required

- Input and collaboration from teams involved with the matter and client profiling, review and approval process at the firm