

Litera Desktop - End User Education Services



Description

Litera's LD End User Education Service allows the firm to focus on the deployment and change management associated with deploying Litera Draft, while offloading the training to a team that has the expertise to deliver first class training to all end users.



Pain Points

Firms do not have the expertise and personnel to deliver training for all Litera Draft products, as well as to the entire firm.

Reasons for this include:

- **Limited Resources** – Lack of resources to train the great number of individuals necessary in a short amount of time.
- **Product Expertise** – While the firm trainer(s) may understand the solutions, our team has a depth of knowledge when it comes to each product that comes with years of experience.



Outcomes/Benefits

- Firm end users able to utilize products in a manner specific to their role.
- Free up time of firm trainer(s) to conduct smaller more focused sessions.

Deliverables:

- Training for end users customized to firm preferences, complete with recordings the firm can re-use as they see fit.



Firm Resources Required

- **Project Team** – Provide guidance on firm roles/personas, as well as specifics around which tools the firm wishes to focus on.