

Litigation Support: Viewing Attorneys As Customers

Having moved from cost to profit centers, litigation support departments must provide a full understanding of the value that their departments provide to be effective in today's law firm. With increasing corporate scrutiny, litigation support departments must not only be accountable, they must quantify value in order to remain competitive. Today's attorneys expect an unprecedented level of service, information and interaction, and they expect this from their litigation support departments as well as the vendors you use. If they don't find it, they'll work around your group.

Providing the kind of value-added experience that attorneys demand means having the flexibility to respond to their changing needs. It means treating them as customers and having the tools to create an optimal project environment where project managers, paralegals and attorneys can collaborate efficiently to prepare their matters and to achieve objectives.

However, for many litigation support departments, the existing project tracking and management software is not supporting the business need for improving customer responsiveness. A department trying to stay ahead of the next curve often does not have the luxury of time to consider how systems work together or how they fit into a bigger technology picture. Core business requirements suffer in the long-term, resulting in ineffective communication and collaboration, fractured or vulnerable business information, and a weak tracking database.

As the need to provide value to an attorney's experience has become a high priority, so has the need for a project management solution that works from the inside out. Caselawg by Legal Science enhances attorney interaction giving growing litigation support departments a way to deliver greater value to attorneys, their customers. Caselawg is flexible, robust and can integrate seamlessly with existing technology while providing value at a faster rate of return to the law firm and to corporate clients.

To help litigation support departments become more successful, Legal Science offers a customer centric project management solution that can help:

- Increase responsiveness to attorneys and corporate clients.
- Easily manage and share business information for improved customer service and satisfaction.
- Enhance project management expertise with integrated best practices.
- Quickly expand collaboration portal to work more directly and efficiently with attorneys and corporate clients.
- Deliver business ROI concerning relationships with vendors and existing IT assets.



Caselawg Improves The Customer Experience

With Legal Science on your side, you can improve project manager communication and productivity, improve project tracking, increase collaboration and lower costs, allowing you to find new and better ways to satisfy the needs of the attorneys you work with, your customers. Highlighted below are three features of Caselawg that help you reach your specific business needs.

Business Need	Features	Benefits
Improved access to project status and details to help increase collaboration and increase attorney satisfaction at a lower cost	<ul style="list-style-type: none">• Enable project teams to create and customize their own project sites• Integrate new and existing applications and information• Provide easy access to team members through online access, shared calendar, contacts and document management	<ul style="list-style-type: none">• Boost productivity and make better business decisions with improved employee, customer and partner collaboration• Increase employee productivity through collaboration• Integrate with existing IT infrastructures
Integration with proven project management process	<ul style="list-style-type: none">• Manage tasks, risks and issues• Quantify earned value, actual versus budgeted resources• Measure performance for improvement	<ul style="list-style-type: none">• Respond faster to market challenges and opportunities• Improve customer relations through demonstrated value• Increase influence from strategic relationships with legal teams
Quantifiable metrics for gauging the value of data management	<ul style="list-style-type: none">• Improve vendor management through measured oversight management• Measure total cost of ownership through efficiency gains	<ul style="list-style-type: none">• Compare project results against earlier benchmarks as well alternative options