



LexisNexis® CounselLink® Services

We help you get the most out of your software investment

CounselLink Professional Services team and Account Managers
average 7-10 years
of legal expertise

CounselLink Support Staff (Project Managers, Support, QA)
average 10 years of industry experience and at least 5 years in ELM

Members of our Strategic Consulting Group have a **minimum of 10 years of ELM experience** and include attorneys, insurance professionals, and data analysts on its team

Proven onboarding process with **over 200 successful implementations**

LexisNexis offers CounselLink users a wide range of end-to-end IT and Consulting Services specifically designed to maximize the value of an organization's IT investment. From the beginning of your onboarding process to ongoing business planning, our collaborative approach drives user adoption, process improvements and improved ROI.

Make the Legal Department the best-run function in the enterprise

The people and services behind CounselLink make the difference when it comes to efficient onboarding and ongoing support. As one of our recent clients who switched from their existing ELM system to CounselLink says

“ I don't know what you do to find and cultivate these rock stars (Professional Services and Customer Care team members). I'm not a pushover, but from the first call through everyone else, all these people are so great and got us implemented successfully and quickly.”

Responsive, caring professionals with years of legal and ELM expertise help support CounselLink customers by providing the following services:

ONBOARDING SERVICES

The CounselLink onboarding team works side by side with you to make sure the project meets your goals and stays on time and on budget. We follow a structured, five-phased process and configure our solutions to make your deployment a success.



CONVERSION SERVICES

We help load your existing data, so you can get a head start on efficiency improvements and data analytics to drive cost reductions and achieve your goals.

INTEGRATION SERVICES

CounselLink can integrate with multiple systems including Accounts Payable, Claims, Docketing, SOP, SSO, Contacts, Document Management, Contract Management and more, to lighten your load and share information across applications. Our Professional Services team will help guide you through the process from requirements elicitation through deployment.

TRAINING SERVICES

Become confident users of the system by accessing our extensive library and attending a variety of CounselLink training programs. Whether you prefer convenient on-demand training or web or classroom training, we offer a high-quality, comprehensive curriculum for corporate users, as well as training resources for law firms and vendors.

CUSTOMER CARE

After your system goes live, the CounselLink team stays close to you to make sure any issues are resolved and you are happy with the system. With access to 24/7 email and toll-free phone support for both corporate users and their law firms, you are never stranded.

STRATEGIC CONSULTING SERVICES

Expert legal consultants provide advice and assistance on performance improvement, business process optimization and leveraging the value of data and analytics. Holding a variety of credentials necessary for high-quality delivery of projects, our consultants include attorneys, insurance professionals, finance professionals, developers and data analysts. Our team of legal operations experts will help you assess your department's proficiency, identify potential

cost savings and fine-tune your operations and business processes to optimize system utilization and maximize performance and ROI.

ACCOUNT MANAGEMENT SERVICES

Every customer is paired with a dedicated Account Manager who offers support and serves as the point of contact for issue escalations and communications with LexisNexis. In addition, the Account Manager can provide strategic direction recommendations and offers annual business reviews and ongoing service and training.

COUNSELLINK CUSTOMER CONFERENCE

One of our most popular customer highlights is the free CounselLink Customer Conference. This annual event provides our clients with the opportunity to network with peers across all industries, participate in thought leadership discussions, attend training and hands-on learning labs and meet with LexisNexis executives and the CounselLink team.

“The value of these (customer) conferences are the networking opportunities they present. And sharing of fresh, new ideas that maybe I, or others on my staff, have not thought of. And getting to know colleagues outside of my area, outside of the practice that I'm in.”

– Tim Donavan, EVP and General Counsel
Caesars Entertainment Corporation

“The benefit of attending the CounselLink conference every year is I always learn two or three things I can take back to my General Counsel and senior leadership team to act upon – even though I'm an experienced user of the CounselLink system.”

– Jerome Walters, Director of Legal Operations
PepsiCo Company

Learn More >



www.counselink.com



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