



Focus where it matters.

ELM Solutions

Application Management Services

Expertise to help you strategically manage your applications and drive better outcomes with confidence and ease.

For corporate legal and claims departments, developing effective staffing strategies to efficiently manage legal department operations is critical. Finding talent and expertise to manage technology applications and related functions has been on the rise as leaders continue to implement multidisciplinary strategies to get the most value from their investments and optimize department operations.

Wolters Kluwer's ELM Solutions portfolio of Application Management services provides expertise to help you strategically manage your Passport® or TyMetrix 360° solution and drive better outcomes. Using a client-focused managed service model, we provide expert legal outsourcing to help you manage short and long-term initiatives, bridge staffing gaps, efficiently handle surges in work, and maximize your internal capabilities.

Now, more than ever, corporations are looking for special-ized knowledge at scale to solve business challenges. The shift to strategic outsourcing has proven to be effective to help organizations quickly adapt to change, and adopt a more holistic and flexible operating model to maximize efficiency, improve process quality, control cost, and free lawyers' time to focus on high value work.

Our suite of Application Management services provide you with expertise and staffing for on-going application management. We offer System Administration, Solution Operations, and Report Development services to help legal and claims departments to optimize their technology investment.



Business Value

Managed Services for Application Management enables our clients to:



Optimize internal resources and increase agility in managing staffing gaps



Leverage deep expertise and specialized knowledge to efficiently and reliably manage applications



Drive optimal value from their technology investments



Reduce overall costs of application management



Gain confidence in budget predictability with flexible, subscription-based pricing

“ *Through the increased transparency and additional assistance, ELM Solutions is undoubtedly making us smarter about our system so we can use it better, which will ultimately result in real, substantial cost savings and discounts down the line.”*

- Vicki Andreadis, Assistant General Counsel, Jefferies LLC



Application Management Services



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System Administration

Efficiently manage the day-to-day administration of your application with expert know-how that enables your users to stay productive and your operations to run smoothly.

Our team of experienced application management experts handle the day-to-day administration and maintenance for your Passport® or TyMetrix® 360° solution. We proactively maintain your system's performance and ensure it runs efficiently so your users can stay productive.

- User maintenance: password resets, add and remove users, manage roles and permissions
- Vendor maintenance: add and remove legal service providers, and coordinate onboarding for new providers
- Install requested updates, newly licensed modules that require no customization
- Report scheduling and distribution
- Scheduled job monitoring and management
- Configure web forms including label changes, screen layouts, and required fields
- Perform workflow reassignments for users.



Solution Operations

Use our team of experts to streamline support of legal business processes and efficiently manage solution operations with flexibility and ease.

Proactively plan for and flexibly adapt to evolving business needs. Access talent and specialized expertise to maximize in-house resources, and reduce turnaround time for pressing legal projects.

- Manage matters, create, update, and assign responsible professionals to matters
- Configure, set up, and apply AFA agreements to matters
- Manage timekeeper rates, budgets, and accruals for matters
- Budget entry and approvals
- Perform manual data entries into the system as needed
- Run and generate ad hoc data requests



Report Development

Gain timely insights to inform decisions with experts that quickly develop, run, and manage reporting requirements for your department.

Experienced solution experts use your current business intelligence tools to develop and configure business reports to meet your needs. Spend less time creating reports and more time utilizing reports to make better business decisions.

- Gather reporting needs and requirements
- Create reports that track the key metrics you decide
- Monitor report execution and distribution
- Perform any necessary adjustments to reports to meet business needs
- Configure and personalize user home page report widgets and tool settings

Each service can be used in combination with each other or can be individually selected to meet your needs.

Expertise

Highly trained and skilled resources have deep experience and knowledge working with your Passport and TyMetrix 360° applications to ensure your solution is managed efficiently and reliably

We use proven best practices, processes, technical expertise, and other methods to manage your service engagement on time, with quality, and to your standards

Experts are matched to your project based on the skillsets required for success

Flexibility

Our services are modular and can be used individually or in combination together

Select either offshore or nearshore resources to fit your budget and needs

Efficiency

Gain valuable time and free up your internal resources to focus on high value legal work

Speed productivity with proven business processes and best practices

Cost Control

Quickly adapt and plan for short or long-term initiatives without the expense and hassles associated with hiring internal staff

Manage your budget with simple, predictable, and easy to use annual subscription pricing

Eliminate multiple statements of work with one service contract



"Our Applications Management service expert has been valuable resource who has helped me navigate and enhance the administration of our billing."

- Vicki Andreadis, Assistant General Counsel, Jefferies LLC

Application Management Services

Our team is an extension of your team.

Your service is tailored to your business objectives and preferences. Your engagement lead is your expert resource that is assigned to your project based on the skillsets required for your department's success. This highly trained resource will be working at your direction. You agree on the tasks and activities to be performed each week, the timeline for completion, communication touch points, and metrics to track progress. Our goal is to operate seamlessly as an extension of your in-house legal operations team.

As a Wolters Kluwer's ELM Solutions client, you receive all support and services associated with your spend and matter management system, including account management, client success managers, and other technical support as part of our Global Client Services team.



Security

Protecting and securing your data is our top priority. Our Application Management services leverage the same rigorous security controls as your Passport and TyMetrix 360° applications. Wolters Kluwer's ELM Solutions is ISO-27001 certified, and Service Organization Control (SOC) ISAE3402 audited to ensure your data is protected end-to-end.



We partner with you to transform the way you manage your applications.

Contact information:

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