



ELM Solutions

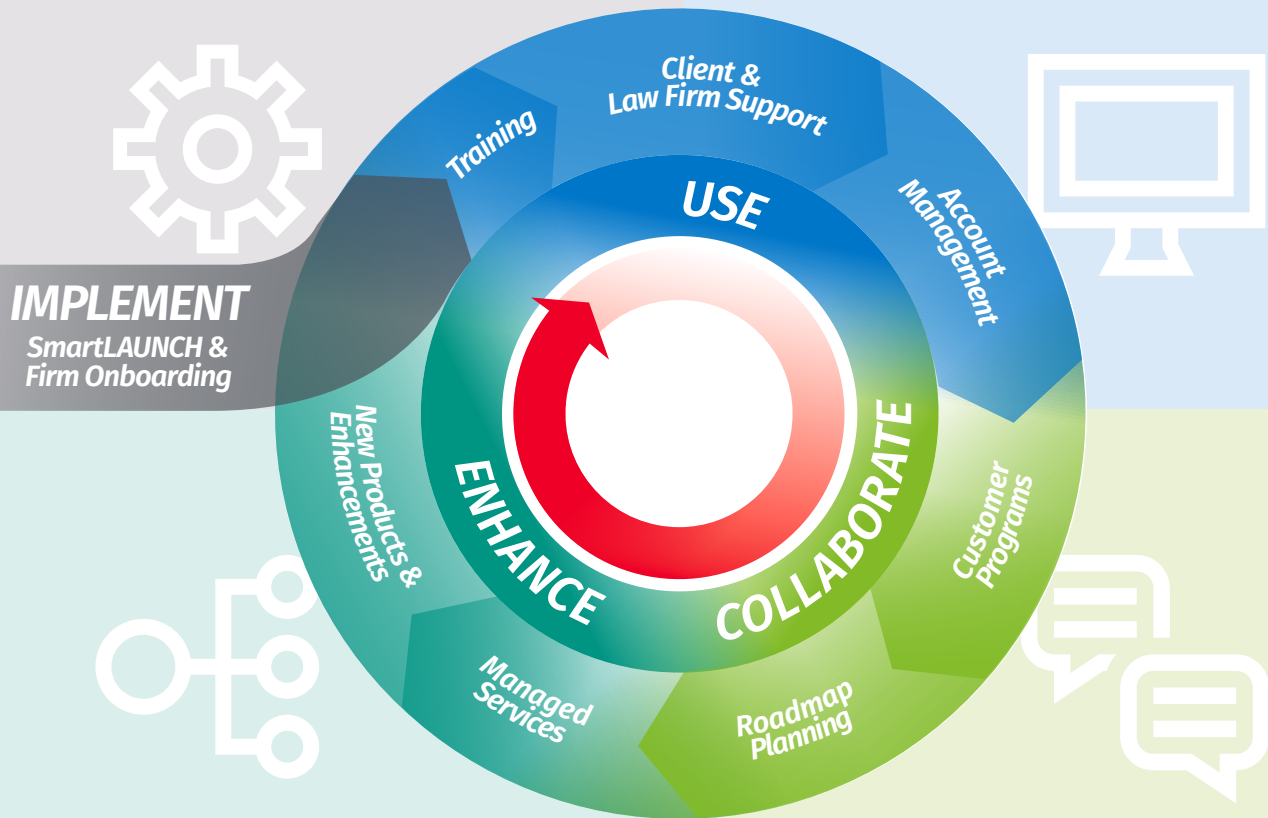
Customer Value Lifecycle

When corporate legal and insurance claims organizations choose an Enterprise Legal Management technology provider, many decisions affect the selection process. Technology fit, security, usability, and other factors impact evaluations. However, long-term success depends upon more than just the technology. Services, support, and the holistic customer experience play a vital role in ensuring customers get the most out of their investment and keep pace with trends in the industry.

Wolters Kluwer's ELM Solutions has an unrelenting focus in all parts of our business to create great end-to-end customer experiences. We believe that the right investment in people, processes, and technology is essential to delight our customers and deliver value at with every engagement.

Our goal is to help customers capitalize on their technology investment, empower their teams to work smarter and more efficiently to achieve positive business outcomes and improve operational performance.

Customer Value Lifecycle



The ELM Solutions Customer Value Lifecycle Encompasses Four Areas of the Customer Relationship:

IMPLEMENT

Customers get up and running quickly and start realizing value; law firms are onboarded onto e-billing system by ELM Solutions professionals

USE

Training and support to help our customers accomplish their day-to-day tasks and goals

ENHANCE

New products, product enhancements, and managed services that continue to add value to your technology investment

COLLABORATE

Participate in customer user groups, peer networking, and product roadmap reviews to innovate through collaboration and share valuable feedback



SmartLAUNCH

Our Agile-based implementation methodology, SmartLAUNCH, gets customers integrally involved from project start through each sprint. A library of best practice user stories, informed by our years of experience and expertise working with customers on hundreds of software implementations, enables us to get customers up and

running quickly on key business processes, quickly providing a return on a customer's technology investment.

Law Firm Operations

We onboard and support our customers' firms and other legal service providers, helping them understand how to use our solutions to submit bills, budgets, accruals, and narratives. When they have questions or issues, they can call us for help, relieving our customers of having to spend time or resources to provide their own support.



Evergreen Program

The Passport® Evergreen Program gives customers the ability to update Passport once a year at no additional services cost. ELM Solutions will work with the customer to schedule an update project, helping customers to realize the value of their Passport investment.

This Evergreen Program is available to customers every 12 months at no cost and includes:

- Update of all base products, modules, and connectors to latest version
- Update of customizations to maintain compatibility
- Testing of base product updates, its configurations, and customizations
- Migration of base product features as necessary
- Update of component products, modules, and libraries, such as the Passport Data Warehouse
- Update to latest application security standards

Managed Services

ELM Solutions managed services provide key functionality to our customers to augment their own resources. We use our expertise and technology to help our customers better manage their legal activities and spend. Our growing managed services capabilities include LegalVIEW BillAnalyzer, an award winning managed service that uses artificial intelligence and human expertise to optimize your end-to-end legal bill review process.



Global Customer Support

Client Services provides support to our corporate legal, insurance, and legal services provider customers. The goal of our Client Services organization is to assist our customers anywhere in the world with day-to-day questions and technical issues so they can get back using their solution as quickly as possible. Our services consist of:

Customer Success Managers – Customer Success Managers (CSM) act as the customer advocate within ELM Solutions. The CSM works across teams to collaboratively solve technical issues, share best practices, and understand a customer's implemented environment and business goals.

Technical Support – our technical support experts manage and address application questions and product-related issues and works with the CSM to keep the customer informed of progress towards resolution.

Law Firm Operations – we onboard and support our customers' firms and legal service providers, providing ongoing global support 24 hours a day and ongoing training.

Training

Ensuring that the project team, administrators, report writers, and end users are able to effectively utilize and support the system is a priority for ELM Solutions. Training provides a foundation for success by driving rapid user adoption. Our training professionals understand that different users learn in different ways and we have options that cover all types of learning preferences.

Account Management

Account managers, responsible for facilitating the overall business relationship with our customers and ELM Solutions, understand customer business objectives and consult with clients, conduct quarterly business reviews, and help guide them towards the best solutions and services to fulfill customer goals.



Product Roadmap: An active customer feedback loop through an annual user conference, focus groups, quarterly user groups, and roadmap planning sessions to optimize solutions.

Strategy Collaboration: Customers provide input on our strategy and portfolio offerings at our Executive Advisory Board quarterly meetings; the Executive Sponsorship

Program pairs ELM Solutions executives with key accounts to drive strategic relationships

Peer Networking: Meet and learn with an annual user conference, monthly customer newsletter, peer networking opportunities, and speaking engagements – all with Wolters Kluwer's ELM Solutions' experts along the way.

Working With Wolters Kluwer's ELM Solutions

It is important to Wolters Kluwer's ELM Solutions to ensure our customers know we are here to support your organization, drive success with our technology and services, and provide value throughout your relationship with us. Our dedication to customer engagement and collaboration is woven into our corporate DNA.

Benefits of our Customer Value Lifecycle:

WE ADVOCATE FOR YOU

we have sales and support personnel dedicated to client management. They understand your environment, users, and business needs and navigate ELM Solutions on your behalf.

WE SUPPORT YOUR GOALS

we are constantly looking for opportunities to create value for our customers, making investments in new products, product enhancements, and services to help fill critical legal functions.

WE COLLABORATE WITH YOU

our customer programs solicit discussion and feedback throughout the year to understand customer needs, market trends, and while introducing new technology and functionality

WE BUILD COMMUNITY

through our customer groups, User Conference, and peer networking opportunities, we're creating a community for corporate legal and claims professionals to share best practices, ideas, and experience.



Customer Value Lifecycle

We are constantly working to bring innovative new solutions and services to our customers that provide an additional depth of value to their enterprise legal management efforts.



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