



Legal Tracker Professional Services Offerings

As part of our ongoing effort to provide our customers with world-class support and service, we offer a variety of ways to help ensure you're getting the most out of Thomson Reuters Legal Tracker™. From optimization, to technical solutions, to training, our Legal Tracker Professional Services Team of seasoned lawyers and advisors are ready to help you boost your efficiency and effectiveness, and maximize your investment in Tracker.

System Optimization

Legal Department Operation (LDO) Analysis: An offering designed to target areas where clients can optimize the use of Thomson Reuters Legal Tracker. LDO Analysis consists of conferences, training sessions, and project management planning to help align the client's department more closely with the industry's best practices. At the end of the LDO Analysis, we deliver an executive summary and Tracker Optimization Plan outlining specific steps the client's legal department should take to optimize Tracker use.

Tracker Optimization: We offer support to help in executing the client's legal operations initiatives related to the Tracker Optimization Plan from an LDO Analysis, facilitate interdepartmental conversations, and manage the process.

E-Billing Rollout: We provide subject matter expertise, project management, system configuration, training, and customized firm notifications to onboard your other legal operations to Tracker. We support clients who need to onboard international operations to Tracker. We also offer post-rollout support as an add on for clients requiring extended consultant support.

Legal Optimization Clinic

Legal Ops Clinic: A clinic where clients are guided through Tracker in their own databases, and will have a better understanding of how to derive the most from their system, realize savings, automate workflows, and utilize enhanced reporting capabilities.

Advanced Legal Ops Clinic: A clinic which provides an interactive forum for users to share Tracker experiences, help each other problem solve, and collaborate to improve overall system health at each company.

Consulting

Consultation: We have subject matter experts in legal department operations, workflow design, vendor management, executive reporting, billing guidelines creation, matter management, and system integration. Our consultants can offer best practices either remotely or onsite.

Tracker Coordinator Service: With this service, clients receive an experienced remote Tracker coordinator who knows Tracker functionalities and can advise the client's legal department on how to improve operations. The Tracker coordinator will dedicate hours each week to support the client.

Database Split: We offer consulting on a database split when clients have divestiture or organizational restructuring that would require a separation of matters and users. This offering comes with post-split training to assist the new company with configuration and legal operation workflows.

Database Merge: We consult with clients that would like to consolidate matters and users into a single database due to acquisition or merger. We then provide necessary training to ensure all users are up to speed after the merge is complete.