Adopting an Enterprise Legal Management (ELM) solution can help a legal department manage spend and matters better and more efficiently. But we know that the prospect of implementing a new solution across your entire legal department can seem daunting.

The LexisNexis Professional Services Team has successfully implemented the LexisNexis® CounselLink® ELM solution at more than 200 companies, and its members average more than nine years of CounselLink implementation services experience. Our team manages every CounselLink implementation and will lead you through every step of the process.

The Team

The LexisNexis Professional Services Team comprises highly experienced legal consultants and project managers with specialized expertise in ELM and business process management implementation. Committed to maximizing onboarding efficiency and ensuring project success, the team partners with your internal project team to identify your unique critical business requirements, goals, and constraints and provides best practice recommendations throughout the implementation process.

LexisNexis project teams are skilled in effective communication and project management. They ensure success by always including members with the following skillsets:

- Project Management – responsible for coordinating project plan and status meetings, and handles scheduling handles scheduling of data migration and integration tasks, if applicable
- Business Consulting – focuses on business process and system requirements, provides best practice recommendations based on your needs
- Technical Consulting – handles data migration and integration requirements
- Attorney Onboarding – manages law firm communications and transition
- Training – delivers end-user training and consultation
The Process

Leveraging our extensive ELM onboarding, integration, and conversion expertise, our proven methodology enables our team to implement CounselLink to meet the unique needs of every customer, including some of the largest and most complex legal departments in North America.

The LexisNexis Professional Services Team follows a scalable, six-phase project implementation process that conforms to the individual needs of each of our customers:

<table>
<thead>
<tr>
<th>PLAN</th>
<th>DESIGN</th>
<th>IMPLEMENT</th>
<th>VERIFY</th>
<th>DEPLOY</th>
<th>TRAIN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Using proven methodology and templates, our consultants work with you to understand the goals and objectives of your organization and to offer solutions based on industry best practices.</td>
<td>Through the design process, we will provision your key users and begin an iterative approach to implement and present your business requirements within the application as a means to confirm that your requirements are incorporated into the final configuration design. This structured approach helps us understand your specific business needs and identify solutions tailored to making your deployment a success.</td>
<td>Requirements transform into final website configurations and the design is implemented. This includes the configuration of business groups, users, vendors, business rules, fee agreements, workflows, custom data, reporting, and all selected features pertaining to your offering.</td>
<td>This stage gives you the opportunity to validate that the requirements have been met during the onboarding process. Our consultants will support a variety of testing needs as required by your organization. Examples include: Functional Testing, Business Rule Testing, Configuration Testing, and Connectivity Testing. Our team is prepared to provide sample User Acceptance Testing (UAT) plans and testing scenarios, provide training for your testing team, and review and escalate any issues identified by your team during the testing process.</td>
<td>Deployment of the CounselLink solution includes final preparation of the new configuration.</td>
<td>Customer training is provided on-site or through web-based sessions. Your law firms and vendors also have access to web-based professional training.</td>
</tr>
</tbody>
</table>