

Keeping Pace with Changing Business Needs

Services to Maximize the Benefits of Technology

Your law firm is constantly changing. Your practice areas and attorney roster evolve to keep pace with changing client demand and shifting market dynamics. Sometimes the changes are rapid and concentrated, while at other times, they are gradual and pervasive.

To efficiently run the business and adapt to these changes, most law firms rely on technology. After all, practice management software can help you optimize your processes, provide insight to help you determine profitability, and serve as a repository to manage great volumes of data.

But when the software that is central to your business success continually changes, reconciling your needs with this moving target can become complicated. That's where Wilson Legal Solutions can help.



Wilson Legal Solutions helps law firms maximize the benefits of technology to run more profitably and effectively, whether you're adapting to change or focusing on day-to-day activities. Our services draw on the collective expertise of our staff, which spans decades of hands-on experience developing, implementing, and customizing software to meet our clients' needs. We now apply this expertise through a range of specialized support services that include Elite Software Services, Business Insight Services, Implementation Services, Consulting Services, and Technical Services. These services help you achieve the following operational and strategic goals:

- Get the greatest return on investment from your software
- Integrate software with other applications
- Leverage custom reports, interfaces, and templates
- Identify key performance indicators and measure performance
- Mine data to improve profitability
- Migrate and implement custom reports, templates, and metrics

Elite Software Services

Wilson Legal Solutions is a Services Partner for Elite, a Thomson Reuters business, specializing in Elite 3E, Enterprise, and Business Intelligence software services. By working directly with Elite and Elite software in hundreds of law firms, we've gained deep insight into the software's infrastructure, letting us streamline our services and offer a quick time to value. We focus on supporting your transition to Elite 3E, making the best use of Elite Enterprise software, and helping you leverage Elite Business Intelligence software (see table).

Business Insight Services

Your clients want more and more data about the services you are providing and they want the information quickly. Surveys, billing payment ledgers, fees, liability versus IP work – the list is endless. Continually asking clients for extensions diminishes trust. Your technology must deliver – and fast.

Internal stakeholders and partners want to be able to access this same type of data, but they don't want to wait for an admin or IT person to run a report. They want instant access to information, presented in a format that is readily understood.



Wilson Legal Solutions can help you meet all of these demands through our Business Insight Services. Our team of technical experts can provide dashboards, exception reports, and interactive visualizations accessible via a Web-based interface so you can access critical information to optimize the performance of your firm. Call on us for help with:

- Business intelligence strategy and implementation
- Financial, performance, and operational visualizations
- Information insight, sharing, and delivery
- Implementation and training
- Interactive custom reports
- Reporting scheduling, bursting, and distribution
- Interactive dashboards
- Data warehousing
- Elite Business Intelligence upgrades

Implementation Services

Upgrading your enterprise software can seem like an overwhelming task, riddled with potential obstacles and straining internal resources. Wilson Legal Solutions can help you clear these obstacles with ease. Our team of experts can help you get up and running so you can quickly begin realizing the full benefits of your software. Our services support new software implementations, software upgrades, technology advisory, and project management, as detailed in the table.

Consulting Services

Today more than ever, law firms must carefully control operations. You must continually streamline operations to reduce costs while simultaneously finding ways to maximize revenue. By helping you use your software more effectively, Wilson Legal Solutions can help you improve performance and productivity. We draw on deep technical expertise, hands-on software experience, and best-practice insight to make sure you are using your software to run as efficiently and profitably as possible. Just a few of our consulting services are:

- Systems optimization
- Training programs
- Function and feature review and deployment
- Business process reviews
- Special projects
- Remote/onsite support

3E Services	Enterprise Services	BI Services
<ul style="list-style-type: none"> • Project management • Conversion analyst • Data extraction (from source database) • User acceptance testing • Pro forma/bill/check templates • Check templates • Custom metrics, reports, and dashboards • Security • BizTalk interfaces • Custom applications • 3E workflow • Training • VBA/Screen Design • Datastructure/SQL • Bill templates 	<ul style="list-style-type: none"> • Project management • Conversion/merger analyst • Conversion/merger programming • Upgrades • Pro forma/bill and check templates • Custom stored programs • Whitehill • Check templates • Custom 4GL reports • Extend events • Webview customizations • Third-party integration • Custom applications • Training 	<ul style="list-style-type: none"> Integrated with 3E or Enterprise • Implementation • Training • Profitability • Interactive custom reports • Report scheduling, bursting, and distribution • Interactive dashboards • Data warehousing • BI upgrades

Elite Software Services

New Software Implementation	Technology Advisory Services
<ul style="list-style-type: none"> • Internal project management • Software customization • Business intelligence • Consulting, training, and support 	<ul style="list-style-type: none"> • Recommendations about new technology and applications • Long-term IT planning • Strategic counsel related to software investments
Software Upgrades	Project Management
<ul style="list-style-type: none"> • Internal project management • Technical review, coordination of technical project activities including server builds, upgrade process, cut-over planning, and go-live technical support • New software feature review • Functional acceptance testing • Go-live support 	<ul style="list-style-type: none"> • Strategic planning • Detailed project planning • Change control, risk mitigation, and project quality • Project communication including status reporting for stakeholder groups • Project cost management • Co-ordination of internal/external project resources

Implementation Services

Technical Services

Practice management and business intelligence software can help you dramatically improve the productivity and profitability of your firm. Achieving a heightened level of performance typically involves some technical configuration and customization. That's where Wilson Legal Solutions can help. We'll help you make the best use of your software by adapting it to your firm's requirements. As your business needs change, we'll make sure your software keeps pace. By working with us, you can focus on your core competencies – running a law firm – while we help you realize the full benefits your software has to offer.

Our technical services include but are not limited to:

- Technology planning
- Custom reports, interfaces, and templates
- Data conversions including planning, extracts, programming, and validation
- Systems integration
- Technology infrastructure planning
- Business intelligence upgrades



Benefits of Working with Us

Your business needs are evolving, and so is the technology that supports those needs. With Wilson Legal Solutions, you can navigate this changing landscape with greater peace of mind. We'll help you harness the power of technology to reach new levels of operational efficiency and profitability. Through our services and support, we'll help you realize the following business benefits:

- Minimize disruption when upgrading or transitioning to new software
- Maximize the benefits of your new software
- Realize the full potential of business intelligence applications
- Gain more meaningful reports and analytics

Learn More

To learn how Wilson Legal Solutions can help you maximize the benefits of technology visit www.wilsonlegalsol.com or call 484.422.0010.



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