



Looking after you

Client Relationship Management
Healthcheck for LawWare clients

lawware
Creating the law firm of tomorrow, today.



INTRODUCING THE LAWWARE CRM SERVICE

Systems, training, support and backup are only one side of the coin. At LawWare we aim to improve both our products and your user experience - ensuring the highest quality service for you, your team and your clients.

Helping you do more with what you have.

Looking after you is our number 1 priority. We know you strive to deliver high quality service to your clients - we aim to do the same for you. Our business relationship with you is something we value highly. Consequently, we have in place tried and tested **Client Relationship Management** systems to ensure communication is a two-way street.



WHAT'S IN IT FOR YOU?

The purpose of our CRM process is to ensure that you are making the most of your LawWare system. That means you have a single point of contact at LawWare for all non-support related issues.

To help you get the most out of it, we will:

- ▶ Ensure you are satisfied with your LawWare system and our support.
- ▶ Suggest improvements to the way you work.
- ▶ Check with you on your training and advanced training needs regularly.
- ▶ Provide any consultancy and additional support services you require.
- ▶ Check if you require any modifications or specialist development to your system and its workflows as a result of changing circumstances.
- ▶ Advise you of forthcoming improvements, modifications and extensions to the capability of the software.
- ▶ Seek your feedback on improvements and new additions you wish to see to help us develop the software for the future.

Following this, we will keep you involved in our future development plans and innovation processes and encourage you to work with us to ensure that LawWare remains at the forefront of legal technology



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CLIENT COMMENTS



“Thank you for the immensely helpful meeting last month. You were exactly what we needed - a skilled guide on what our system can do when used to even a fraction of its potential, and we are resolved to follow up on the webinars with likely several members of our staff tapping in to these. You are a credit to your firm.”

Gordon Robertson, MGW Solicitors.



“Our support visit was tailored to our individual relationship with Lawware. These meetings are extremely worthwhile as we hear about new functions, hear about existing functions that we are currently not using and can discuss new ways to improve even further our use of Lawware.”

Rhona Murison, Clarke Boyle.



OUR CLIENT CARE PROMISE

Looking after you is our top priority. Whether it's advice on how to access system features or support with connection problems, our Helpdesk team is available to guide you.

And it doesn't stop there. Our client care service includes:

- ▶ Answering your support requests immediately wherever possible.
- ▶ Logging all support calls to ensure they are brought to a successful conclusion.
- ▶ Providing face-to-face and online training for you and your team.
- ▶ Giving you access to a dedicated Client Relationship Manager to take care of all your ongoing needs.
- ▶ Investing in the latest technology to ensure our software remains up-to-date and secure.
- ▶ Continually updating our software to meet your own and regulatory authority demands.



A DEDICATED POINT OF CONTACT

For all matters related to client care, you will be allocated a dedicated contact person who will be available to address all your CRM needs.

Between them, the members of our team have decades of experience in the legal software industry and in-depth knowledge of software systems and processes. Their expertise, together with LawWare's software capabilities, add significant value for LawWare clients.

Obviously, if you are stuck with a specific detail our support desk can assist you. However, for questions at a more strategic level, your dedicated CRM contact is your first port of call. You can contact them on the number below.



TAKE THE LAWWARE HEALTHCHECK

The LawWare Healthcheck is a free service to LawWare clients covering all areas of your use of the software. Whether it's general queries about your system, training requirements, specific modifications or other issues, the Healthcheck, conducted by one of our experienced team, is your starting point.

Our aim is to help you improve the way you put the software to use and, in doing so, make you and your practice more efficient and profitable.

Booking

Book your free Healthcheck today by calling 0345 2020 578 or emailing innovate@lawware.co.uk and we will set up a mutually convenient appointment.



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