

CT TyMetrix 360° Implementation and Support



The Advantages Begin with Configuration

One of the greatest advantages of CT TyMetrix 360° is the power of its unique client-facing configurable toolset—and the ability of our experts to configure the solution to streamline your internal processes and business objectives. Our implementation team brings their in-depth knowledge

of legal functions and best practices in law department management to creating a configuration that meets your specific operational criteria—simplifying the incorporation of technology into your law department. We can train your internal team to configure the application, too.

Get up and running quickly and see a rapid return on investment with the industry's leading solution for managing the business of law.

Rapid deployment, flexible configuration, the industry's best training and support—CT's implementation and support experts have a proven track record of helping corporate legal and claims departments make the most of CT TyMetrix 360°.

PLAN FOR SUCCESS FROM THE START

We begin your successful implementation with a plan based on the needs of your end users and key stakeholders, including law firms, senior management, IT and accounts payable. Our implementation team assesses your current environment and business processes, determines the optimal system configuration, and creates an implementation business plan that identifies project deliverables and milestones. Our new Rapid Deployment Model accelerates implementation so that you can begin using your matter network within 30 days.

GET SUPPORT THAT GOES THE EXTRA MILE

Your Account Executive team serves as a single, informed point of contact to our comprehensive support service. These include the largest Client Services group in the marketplace, which brings together decades of collective experience in the legal profession to help you get

the most from your CT TyMetrix 360° solution. Above and beyond our Help Desk, we offer Decision Support Services that provide valuable consulting in the areas of business review, design, and re-engineering that help identify additional cost savings, disposition strategies, and reporting metrics.

TAILOR THE INDUSTRY'S BEST TRAINING TO YOUR NEEDS

Because CT TyMetrix 360° is intuitive and easy to use, most users get up to speed through short training sessions via the Web or on-site. Users can even activate a live chat session from within the application. We train your outside counsel to ensure that they're comfortable collaborating and invoicing. And we offer the industry's most complete, accessible training options for every type of user—from occasional users to strategic personnel and network administrators.

PHASED IMPLEMENTATION: A CLEAR, COHESIVE PATH TO SUCCESS

We take a phased approach to implementation, which assures that resources are focused on the tasks and deliverables needed to keep your project moving smoothly on the critical path to system rollout. You can even view your implementation plan, timeline, and progress on our real-time extranet site, 360° Connections. The table below details each phase of our approach—and the steps within it.

PHASE 1	PHASE 2	PHASE 3	PHASE 4	PHASE 5
Preparation and Planning	Requirements and Design	Configuration, Build and Load	System Startup	Operational
<ul style="list-style-type: none"> Assign Team Establish Base Project Plan 	<ul style="list-style-type: none"> Define and Document Business Requirements Determine Network Design Based on Requirements Analyze and Gather Matter, User and Law Firm Data 	<ul style="list-style-type: none"> Configure Network Based on Design Load Data (Users, Matters and Firms) to Populate the System 	<ul style="list-style-type: none"> QA Configuration Test Points of Integration User and Law Firm Training 	<ul style="list-style-type: none"> Matter Management E-billing/Invoice Review and Payment Reporting
				
Project Plan	Requirements and Design Document(s)	Network Configuration	Training Plan	Reporting
Client and CT TyMetrix	Client and CT TyMetrix	Client and CT TyMetrix	Client and CT TyMetrix	Client and CT TyMetrix
	Design Document Approved	Network Configuration Complete and Data Populated	System Signoff and Release	Ongoing Consultative Support

Life of Engagement Support

Your Account Management Team devotes its deep expertise in needs assessment and ongoing support to helping you optimize the system for your objectives and operational criteria. As your company's reliance on technology deepens and your initiative expands, we can recommend enabling additional features, such as budgeting, counsel scorecards, operational management reports, and more. Our commitment to your success includes dispatching consultative services that help you leverage the full value of your data.

CT TyMetrix 360° Implementation and Support

Our Expertise: Your Leading Edge

From implementation through ongoing support, CT TyMetrix builds your legal management solution on the most powerful platform of all.

Expertise of a Market Leader

Through decades of working with corporate legal departments and claims organizations of all sizes, our team of specialists bring together extensive hands-on experience with best practices in project management, database management and application management—all dedicated to ensuring a smooth transition to CT TyMetrix 360°.

Tailored Training Options

A variety of training options ensure rapid adoption, including:

- Streaming Video Tutorials and User Guides
- Onsite Training Sessions
- Web-Based feature-specific training for all client users, including your outside counsel
- CT TyMetrix University—Interactive Advanced Classes

Consultative Services, World-Class Support

We're dedicated to helping you select and deploy the CT TyMetrix solution ideally suited to your needs—even as they evolve. The results: rapid adoption rates, low training costs, and the tools that executives and front-line users want most in an intelligent, easy-to-use solution.



a Wolters Kluwer business

CT TyMetrix

One Corporate Center, 11th Floor
 Hartford, CT 06103-3220
 860 549 8795 tel
 860 549 5149 fax
 www.cttymetrix.com