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ProLaw Client Teams FAQ

Why did you adopt the Client Teams structure?

The driver of this structure was our desire to improve service. Performing implementations and other services projects in a holistic way across a smaller geography allows us to develop a much higher level of client intimacy, and provides a level of relationship continuity that we could not achieve with our old structure. Rather than performing discrete, specialized tasks for myriad clients, regional team members will gain familiarity with a smaller subset of our entire client base and will participate in a more comprehensive approach to these clients' projects. Over time, this will provide deeper context and a more complete understanding of how ProLaw helps firms manage their practices and businesses.

Is there a map that shows the regions?

Yes. See the ProLaw Client Teams article.

How do the roles of the Client Partners and the Functional Managers differ?

The Client Partner is responsible for services delivery, revenue generation, and client satisfaction in a region. He or she will make the scheduling and resource allocation decisions that ensure timely, profitable, high quality service. The Client Partner will be the person to whom issues are escalated. From the client's perspective, the buck stops with the Client Partner. The Functional Manager is responsible for developing and implementing best practices across the regional teams. He or she will also assist the Client Partners with resource decisions when certain functional disciplines need to be shared across regions.

One of the key benefits of the new structure is the link between Client Partners and Sales. Can you explain these benefits?

Client Partners will generally work with the same Sales Reps over and over again, establishing relationships, understanding the clients and specific needs in a region. Also, our structure will allow the Functional Managers to assist Sales with proposal development, which should enhance our ability to deliver services that meet our clients' needs.

I am in the middle of an implementation/consulting services project. What happens to me?

We must ensure that our transition to our new structure does not impact our clients in a negative way. We will handle these projects as though we were in our former structure, completing the project plans that our clients have approved and that are already underway, with the team members who are currently doing the work.

Will there be different Support phone numbers for regions, or will calls continue to come in through a central number?

No. Support will continue to receive and distribute calls through dispatch and the Customer Hub. Clients who use the Customer Hub will have their calls automatically routed to the proper regional support team.

Does this affect the hours during which support is available? In the new structure, will you offer different support hours for each region?
Hours of operation for the support analysts will continue to be 7am to 6pm MT, but each team will have analysts that overlap each time zone. For example, the CA region will have analysts available from 7am to 5pm PT (8am to 6pm MT). The Southern Region will have analysts available from 9am ET/8am CT to 6pm ET/5pm CT. This will allow us to continue to provide support outside of normal business hours for most clients for activities such as updates. We will continue to provide after-hours support after 6pm MT and on weekends for the standard hourly rate of $250 per hour. This after-hours support service is available to all clients and is optional.

My firm has multiple locations. Which region am I in and how did you determine this?
In most cases, clients are assigned to regions based on the locations of their headquarters offices. In cases in which the primary ProLaw contact is not at headquarters, we assign the region based on the office that manages ProLaw.

Does this have anything to do with the Reuters acquisition?
No.

How will the Tier 2 Meta and Systems teams work?
Meta and Systems will be shared across regions and will be equally accessible to all teams.

Are there any plans for a higher, tiered level of support for long term clients who wouldn't have to go through the basic troubleshooting process?
We have discussed this idea in the past and remain open to any sensible plan that improves service and can be operated profitably. At the moment, however, we believe that even a seasoned analyst would take a client through the basic diagnostic steps, so we plan to keep this process in place for all clients.

What's happening to ProLaw Ready? Will there still be dedicated ProLaw Ready implementation consultants?
Today's PLR consultants will be assigned to regional teams. They will be the resource of choice for PLR implementations, but they will do Enterprise implementations as well. Over time, Project Managers in each region will be able to handle all types of ProLaw implementations and projects: PLR, PLE, and technical.