



ELM Solutions

## Passport® Legal Service Request Application

### Key Benefits

- Ensure stakeholders can easily submit requests
- Streamline monitoring and managing requests and documentation
- Respond to requests more efficiently, manage workloads more effectively, and improve communication
- Enable practice area leaders to better manage resources
- Gain key insights against KPIs and other benchmarks

*Simple, user-friendly tools to request legal services and monitor progress*

### User-friendly solution to simplify intake and management of requests for legal services

The Passport® Legal Service Request application is a user-friendly solution that helps corporate legal departments easily manage and monitor legal services requests received from across the organization. The solution automates and simplifies central intake and storage of all requests and related documentation and provides a robust tool to process, address, and help resolve each request in a timely manner. In addition, the solution provides a simple way for employees, attorneys, and other stakeholders to create and submit legal services requests and stay informed as these requests are handled. Built on the award-winning Passport platform, the solution provides key insights against KPIs leveraging Passport's dashboards, reporting, and superior analytics capabilities.

Passport Legal Service Request supports:

#### Simple Submission and Intake of Legal Services Requests

- Enables employees, attorneys, and stakeholders from across the business to easily create requests via clicking on a web link
- Allows stakeholders to submit requests by filling out a simple web form and attaching related documents and ensures the right data is collected for each request
- Enables requesters to view request status updates and stay informed as their requests are resolved

#### Increased Efficiency and Cost Effectiveness in Managing Requests

- Automates and centralizes intake, storage, and management of requests and related documentation, which adds structure to previously unstructured processes and increases the effectiveness of legal staff
- Creates efficiencies and expedites the process of assigning requests to the appropriate legal staff
- Automated workflow and notifications allow attorneys to respond to requests more efficiently and manage their workloads more effectively

## Passport® Legal Service Request Application

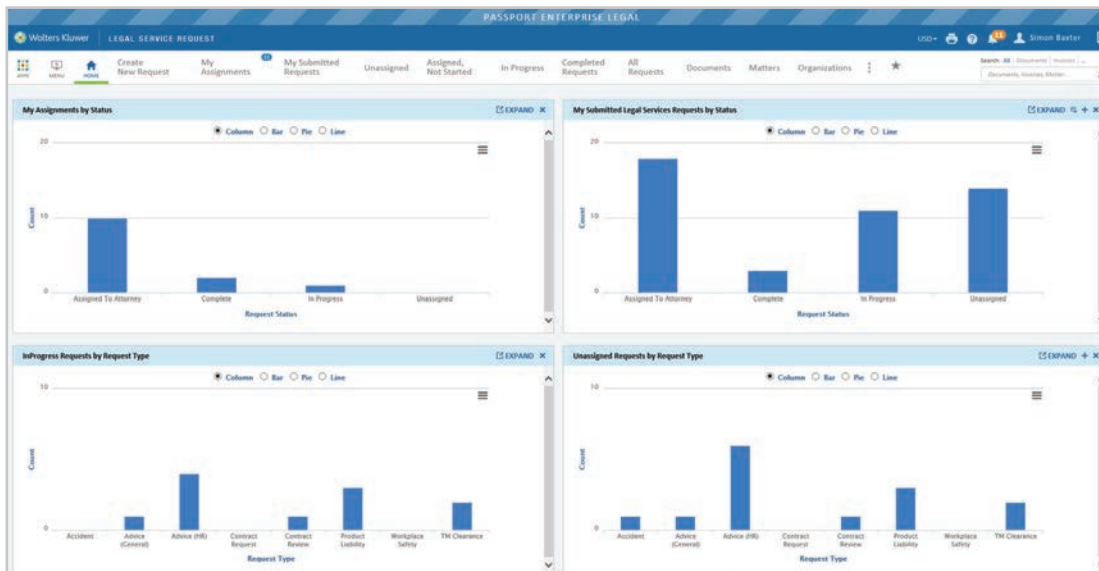
- Integrates seamlessly with Passport Legal Matter Management, which allows attorneys to create legal matters from existing requests and increases efficiencies as requests are escalated to legal matters
- Provides transparency, predictability, and visibility into key metrics to help better manage and control legal costs and assess productivity

### Visibility into Requests from Across the Business

- Facilitates transparency into all legal services requests and work queues, which improves management of requests by the legal team
- Allows attorneys to easily view details and work status for specific requests at any given time
- Provides practice area leaders with a clear view into their departments' requests to help better manage legal resources
- Generates reports and key insights against KPIs to help legal staff analyze trends, plan budgets, and assess productivity
- Integrates seamlessly with Passport's legal matter and spend applications, which allows for visibility into requests that become legal matters and related legal spend

### Enhanced Collaboration and Improved Communication

- Central storage of requests and related documentation enables legal staff to easily share information throughout the request lifecycle
- Automated workflow and notifications streamline response to requests and allow attorneys to communicate better with stakeholders as requests are resolved by legal staff
- Seamless integration with Passport legal matter and spend management applications enables legal staff to better collaborate when requests are escalated to legal matters



Reporting tools, analytics, and dashboards provide key insights against KPIs that help drive efficiencies and analyze trends

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