



Get the most from your
LexisNexis® solutions

Lexis Client Advising Services

We know that business success requires a continuing partnership between supplier and client. Innovative technology and world-class helpdesk support are only part of the story. That's why we offer a free-of-charge **Client Advising Service** to customers. Led by professionals experienced and qualified in IT, Marketing and Business Analysis, who have previously worked in Law firms, our Client Advising Services are designed to make sure you derive maximum business benefit from your investment with LexisNexis.

Client Advisors will help you to:

- Increase and demonstrate the value received from your solutions
- Benefit from best practices adopted by similar businesses
- Develop strategies and business cases for investment, development and deployment of key business support technology
- Win hearts and minds by developing a greater understanding about how your solutions can support your business goals
- Identify training needs and resourcing requirements to support your investment
- Devise appropriate training programmes
- Feedback into future product roadmaps

What our clients say

"The Client Advising Programme is great as there is always a known contact who is willing to listen and offer guidance and advice. Our Client Advisor keeps in touch and lets us know what is happening with future developments."

Simmons & Simmons

"I think the KSIs [Key Success Indicators] are great and made us realise how much we were doing ... and what we needed to consider for the future." **Shoosmiths**

"Working in partnership with the software vendor is the most productive way of implementing technology. It enables sharing of information and knowledge that is impossible to achieve otherwise. With the active participation of our LexisNexis Client Advisor, we have jointly identified many best practice improvements, which would have been harder to do working in isolation." **Warwickshire County Council**

"LexisNexis' Client Advising Services offering is innovative in the legal sector, which we hadn't been made aware of previously. All suppliers offer help-desk support, but free of charge access to a dedicated, knowledgeable Client Advisor who can provide objective advice to a firm based on a deep understanding of technical and business issues is very valuable." **Lamport Bassitt**

"The Client Advisor programme has been invaluable to help integrate InterAction into our business. Regular, impartial meetings ensured the project stayed on track after implementation and has helped us to maximise the potential of the product." **Vision Capital**

Client Advisors

Our Client Advisors have many years of combined legal industry experience delivering business solutions. They draw on their experience and on industry best practice to help you develop clear strategies that enable you to use your product to best support your business goals. They identify solutions that are tailored to your needs using the appropriate technology and people.

Independent Advice

Client Advisors offer objective advice that helps you maximise the return on your investments and meet your business challenges. They do not carry any sales targets and their advice is always given with your needs forefront of mind. They will also keep you updated on product versions and roadmaps to assist with future business planning.

User and Focus Groups

Our Client Advisors work with relevant special interest groups, gather and share best practices and provide the valuable insights that drive the development of your solutions.

Innovative Tools

Depending on your solutions, our Client Advisors have a range of tools to help you realise the value of your investment. These include:

- Key Success Indicator (KSI) audits
- Return on Investment audits
- Workshops to align the solution strategy with firm strategy
- Benefits presentations for professionals on new or re-energised projects
- Continuing education programmes – training needs analysis
- Annual deployment and subscription reviews
- Best practice guidelines
- Provide support, guidance and practical, deliverable solutions with and without the need for additional investment

For more information

If you would like to know more about how the **Client Advising Services** can benefit your business, please visit www.lexisnexis.co.uk/enterprisesolutions, email client.advising@lexisnexis.co.uk or call +44 (0) 1132 262 065 to engage with a Client Advisor.