LITERA MICROSYSTEMS
CUSTOMER EXPERIENCE
OVERVIEW
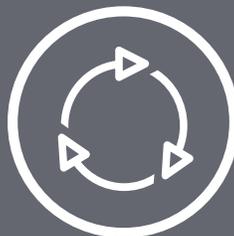
ONBOARDING &
IMPLEMENTATION

ADOPTION &
TRAINING

CUSTOMER
SUPPORT

SOFTWARE UPDATES &
LONG-TERM SUCCESS

LITERA
MICROSYSTEMS

This guide walks through your journey as a customer, and the people and resources that go along with it.

THE CUSTOMER JOURNEY

ONBOARDING & IMPLEMENTATION

- Define success criteria
- Confirm timelines
- Develop milestones
- Finalize requirements
- Develop custom configuration
- Test, iterate, and deploy

ADOPTION & TRAINING

- User training sessions
- Technology engagement days
- eLearning modules and how-to videos
- Customer Center platform
- Usage analytics

CUSTOMER SUPPORT

- Industry-leading Customer Support team
- DocER™ for emergency document repair
- Premium 24/7 support option

ONGOING UPDATES & LONG-TERM SUCCESS

- Regularly scheduled business reviews
- Quarterly software updates
- Ongoing training and success management

ONBOARDING & IMPLEMENTATION

As soon as you become a customer, you are connected with a Litera Microsystems expert—your Customer Success Manager (or CSM for short). As your primary point of contact, your CSM is charged with helping you meet and, hopefully, exceed your expectations.

ONBOARDING

In the onboarding phase, your CSM will facilitate a kick-off session so both teams can get to know key players. We'll openly collaborate to define success criteria, goals, and how to build the foundations to achieve it.

IMPLEMENTATION

Once the goals have been set, it's time to take action. No two organizations are the same; therefore, our Solutions Engineering team works with you to define the right implementation approach to reduce the time it takes to recognize value.

PROJECT PLANNING

From initial discovery to user testing to formal deployment, we will establish the project plan and milestones required to deliver a smooth roll-out, and see that it aligns to your success criteria.

> "We have been using Litera Microsystems solutions for years. They have invested the time and energy required to understand our firm, our working practices, and our challenges."
>
> Dan Surowiec, Global CIO, Baker McKenzie

CHANGE MANAGEMENT

It's important that you recognize the full benefit of your Litera Microsystems solutions, measured through a positive return on investment.

We provide a team of Adoption Specialists that deliver group or individual training, a comprehensive library of "how-to" resources, and usage analytics. The Adoption Specialists take a consultative approach when identifying trends, and help direct engagement and re-engagement campaigns as needed for continuous learning.

ADOPTION & TRAINING

- Training to kick-off the launch and answer questions
- User engagement days to promote new technology
- eLearning modules and how-to videos

RESOURCES

- Adoption Specialists available to support you when needed
- Quick reference guides for all your Litera Microsystems products
- Customer Center platform with software documentation, news about updates, and downloads
- A range of customizable onboarding tools

ANALYTICS

- Usage tracking to identify trends
- Help direct awareness campaigns as needed

"What's great about working with Litera Microsystems is that behind such great technology is an equally effective layer of customer support."

IT Director, Mid-Size Law Firm

CUSTOMER SUPPORT

As with all software, sometimes the unexpected happens. You are backed by our industry-leading Customer Support Team who ensures that an expert is on hand, should you run into any challenges.

Our team of document experts will ensure that all phases of your Litera Microsystems-enabled document workflow runs efficiently and quickly. With a customer retention rate of over 98%, we take pride in supporting our customers in one of two packages: Standard and Premium.

STANDARD SUPPORT

Receive first-rate product support and assistance with all Litera Microsystems software installations and troubleshooting. If a challenge arises, this team works with you between 8AM – 8PM Eastern U.S. to diagnose the situation, provide guidance toward a solution, and take action.

PREMIUM SUPPORT

Take the best support in the industry and make it better. Premium Support builds upon the benefits of Standard by delivering priority escalation for your most severe issues with 24/7/365 availability. For moderate to minor conditions, our team of experts hold extended hours and deliver quicker response times to address your needs. When documents are being delivered outside of US business hours, having Premium Support at your disposal is mission critical.

- **Immediate Attention:** Never wait for the weekend to end or next business day to arrive to fix a major issue. Should anything happen, your request is moved to the front of the queue to be addressed immediately.
- **Exclusive Access:** Our experts hold extended hours and deliver quicker response times for Premium Support customers.
- **Mitigate Risk:** Like insurance, Premium Support is a safety net for internal resources. Achieve peace of mind knowing experts are on-call and ready to help at a moment's notice.

DocER™

Regardless of your support level, you have access to DocER for emergency document repair. Send us your document and we'll fix it and return it to you typically within two hours, with a report detailing what was wrong with your document and how we repaired it.
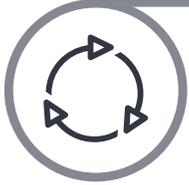
SOFTWARE UPDATES & LONG-TERM SUCCESS

Technology is constantly evolving, and it's more critical than ever that your organization gets—and keeps—its software up to date. However, it isn't always easy to deploy at scale, and can often be postponed based on the unpredictable or inconsistent timing of software releases.

We help customers mitigate risk and plan for updates by issuing product releases every quarter. These releases not only help you plan for change, but they also deliver better usability and increase software security, stability, and compatibility.

Throughout your journey as a customer, we will work alongside you as your go-to expert and trusted advisor, and help you realize the plan with action and mutually manage results. Your CSM will track progress, provide advice as needed, and co-manage partnership growth—all with the goal to help maximize value from your investment.

> "I think their customer support speaks volumes. I really like the close communication I have with my representative and, in general, their products are the type of products we need in the legal industry."
>
> Enterprise Application Manager, AmLaw 100 Law Firm

It is not our intention to just be *another* vendor; it is about *partnering* for success. For more information, contact your Account Executive or visit support.litera.com.

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