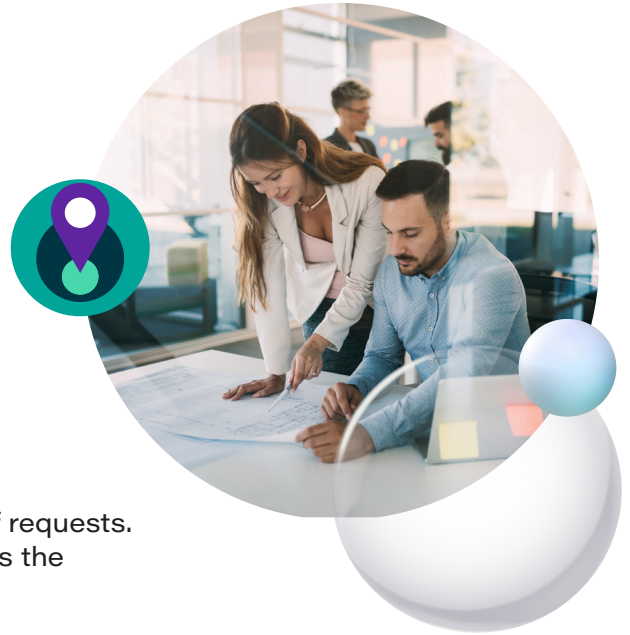


Enterprise Legal Management (ELM)

Manage Requests

Process Module



Streamline Requests for Legal Support

Law departments firms and law firms manage a large variety of requests. Depending on email is inefficient and lacks transparency across the organisation or firm.

Organisations and firms need to review and assign requests to the right resource, then track, collaborate, communicate, and report on those requests.

The Elevate ELM Manage Requests process module provides a structured way to collect and manage any work request. It provides transparency throughout the request lifecycle and automates various reports to increase efficiency and provide insights.

Why Select Manage Requests from Elevate?

- Maximise Resources**
Route requests to the correct resource based on availability, complexity, and workload.
- Automate Reports**
Deliver scheduled insights on requests and projects.
- Customise Workflows**
Create a structured data collection process for any task.
- Lessen Email Dependency**
Leverage dashboards, reports, alerts, and notifications to reduce email.
- Receive Notifications**
Notifications and alerts to stay on top of deadlines, risks, activities, spend, and matter updates.
- Provide Transparency**
Communicate and collaborate through a one-system portal for any work request.
- Reduce Cycle Time**
Collect the required information for the task with the initial request.
- Deliver Insights**
Analyse request trends.
- Automate Tasks**
Self-service capabilities of specific tasks lessen the burden placed on the legal professional.



Manage Requests

Collaborative workspace automatically created

Stakeholders notified of new requests and status changes

Customisable workflows create efficiency with job requests

Manage Requests for Law Departments

- **Business Stakeholder**
Make general legal requests from the law department
- **In-House Lawyer**
Manage and complete requests
- **Legal Ops Professional**
Manage Resources and Reports
- **General Counsel**
Portfolio view of teams and projects

Manage Requests for Law Firms

- **Partners, Attorneys, Paralegals**
Generate requests for a variety of business functions
- **Legal or Business Operations**
Manage and complete requests
- **Operations Manager**
Manage resources, portfolio of projects, and reports
- **Other Business Functions**
Manage requests from alternative workflow requests