



Tomorrow's Legal
Services Today

Take your client service and operational efficiency to new levels

BlackBerry solutions empower law firms to mobilise their business – fee earners and legal staff can deliver more timely and efficient services to compete more effectively and differentiate on the basis of superior client service.

Everyone in the firm can benefit, from partners to support staff. Connected securely to office systems, mobile legal professionals can make more informed decisions, reduce revenue leakage and keep work moving more easily. Not only does this improve service delivery, it also helps control costs and enhances profitability.

There is a BlackBerry solution suitable for all sizes of firm, with comprehensive yet simple-to-manage controls that ensure all information is secure and protected and which give administrators complete, auditable control over devices, applications and data.

With broad legal business reforms already underway, a client-centric approach is vital to win and retain more business. BlackBerry solutions enable law firms to

provide more developed and valued services to clients in faster, more efficient ways.

Virtually any system or software can be mobilised on a BlackBerry® smartphone, enabling firms to leverage more value from those systems. For example, a UK law firm using a mobile voice dictation solution have reduced document turnaround by up to 24 hours, improving client responsiveness and creating new revenue potential.

In a market where clients no longer accept or pay for inefficiency, BlackBerry solutions offer a way for you to develop and deliver the legal services of the future, right now.

Benefits

- Capture more billable time
- Improve client satisfaction and retention
- Streamline workflow and boost productivity
- Secure and simple to use
- Trusted by law firms globally



Boost the bottom line

with mobile time capture

Challenge

Lawyers who spend an increasing amount of time delivering legal services away from the office often find it difficult and inconvenient to capture billable time. To protect and optimise the firm's cash flow, profitability and client satisfaction, fee earners need a reliable, accurate and auditable way of recording chargeable time at the point of service delivery.



BlackBerry® Torch™ 9800 smartphone with a screenshot of the Rekoop application for BlackBerry®.

Solution

Lawyers with BlackBerry® smartphones have the solution right there in their pockets. They can use easy-to-master apps to capture billable time for the firm, as the service is delivered.

Wherever they are - in the office, a meeting or in transit - fee earners can instantly capture chargeable time and allocate it against the appropriate client record. This could be a client phone call, a meeting or even email correspondence.

With just a few keystrokes of their BlackBerry smartphone, lawyers can capture the time and ensure it gets billed.

The process is simple, quick and, above all, accurate.

Lawyers can review captured time which is then wirelessly transmitted back into the firm's time-entry system, ready for billing. This means they don't need to return to the office or devote unproductive admin time to record and file their hours – consequently they have more time available to bill.

This approach has a number of key benefits which can directly impact a law firm's bottom line: lost revenue opportunities can be minimised or eliminated; the billing cycle can be accelerated, as billings are recorded faster and more accurately; and individual productivity is increased as time capture admin is reduced.

Time capture solutions for BlackBerry smartphones include:

- A4P from AIRTIME-Manager®
- mTEM from mAXBridge® Solutions
- Rekoop™ from Greystone Managed Services
- Carpe Diem Mobile from Tikit

The Rekoop and Carpe Diem Mobile solutions offer full end-to-end functionality with desktop time entry, as well as the smartphone app itself.

As well as providing direct impact on firm's profitability, these solutions can help law firms increase the return on their investment in the BlackBerry platform, or recover the cost of deployment for those that may not have yet provided smartphones to all fee earners.

Benefits

- Reduce revenue leakage
- Improve cash flow
- Increase billing detail, accuracy and transparency
- Monitor and maximise profitability

Find out more

Discover more about mobile time capture for BlackBerry smartphones:

professionalindustry-uk@rim.com

www.blackberry.co.uk/legalmarket

AIRTIME-Manager®
putting time on your side – wirelessly™

tikit

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IT'S ALL ABOUT THE MONEY

mAXBridge®

BlackBerry®



Speed workflow

with digital dictation

Challenge

Law firms face constant pressure to improve client service and value delivery, while optimising their firm's profitability. Any improvement to personal productivity and organisational efficiency and effectiveness must be embraced.

Workflow efficiency is a key area where firms facing increased client expectations and fee pressure in a challenging market can distinguish themselves with exceptional client responsiveness.



BlackBerry® Bold™ 9780 smartphone with a screenshot of the BigHand application for BlackBerry®.

Solution

Using a BlackBerry® smartphone as a digital recording device, lawyers on the move can take dictation and record instructions to staff as they go. These voice files can be instantly transmitted to support staff as soon as they are completed, or when the lawyer chooses. This enables fee earners to initiate and keep work moving while spending more time out of the office with clients. With no need to return to the office to deliver tapes or dock a digital portable device they can make more productive use of their time.

Dictation solutions for BlackBerry smartphones include:

- BigHand
- WinScribe

These apps allow firms of any size to turn documents around faster and action instructions immediately. This empowers lawyers to access office-based support quickly and efficiently, enabling them to focus on delivering better client service and value.

In-built voice recognition technology can also enable lawyers to rapidly turn dictations into documents automatically. These documents can then be edited, emailed or filed using the BlackBerry smartphone.

These solutions are easily accessible to law firms of any size - as well as a traditional licensing model, they are also available on a per-user/per-month basis. A web-based back-end reduces implementation time and cost for firms not requiring more complex workflows enabled by server-based systems.

These apps leverage the robust security inherent in the BlackBerry platform to ensure that any dictation files remain safe on the smartphone and in transit back to the office. This ensures that lawyers can dictate confidential and sensitive information with confidence.

The net result is improved workflow, increased time to spend with clients, more chargeable time for the firm and more responsive and valuable client service, all of which can add up to significant competitive advantage.

Benefits

- Respond faster to client instruction and needs
- Speed up workflow and efficiency
- Boost client service and satisfaction
- Secure and convenient

Find out more

Discover more about digital dictation solutions for BlackBerry smartphones:

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Document management

on the move

Challenge

In a connected world, clients increasingly expect their advisers to access accurate and up-to-date information immediately. Any delay can prove costly, for both firm and client.

But lawyers themselves are increasingly mobile – they need to capture, record and share client and case information just as they would in the office. What's more, all firm and client knowledge must be appropriately and compliantly retained.

In this environment, connected fee earners who can rapidly store and access up-to-date information at any time can distinguish their client service offering and deepen client relationships.



BlackBerry® Bold™ 9780 smartphone with a screenshot of the Autonomy iManage application for BlackBerry®.

Solution

A BlackBerry® smartphone running iManage WorkSite Mobility enables fee earners to overcome the challenge of mobile document access and management. iManage WorkSite Mobility is the mobile client of the iManage WorkSite document management system. It boosts mobile worker productivity and improves the firm's ability to access, capture and centrally store vital information.

Users can interact with documents and client files in the same way they would in the office. Used on a BlackBerry smartphone, the system gives fee earners a single easy-to-use device with which to securely access client documents, correspondence and the firm's knowledge assets.

Using WorkSite Mobility, users can:

- View, reply to, and forward emails and attachments from WorkSite
- Store, send and attach files to emails while collaborating with support staff, colleagues or partners, or communicating with clients
- Do full metadata searches, and leverage the same automatic profiling they do in the office

- View active engagements, most recent documents, missed calls and the day's schedule, all on one screen
- File email correspondence to the relevant client folder in the WorkSite system as well as easily search for and view information
- Create rules to automatically profile and file emails to specific engagements.

Uniquely, BlackBerry smartphone users can continue to perform WorkSite functions even if there is no network signal, including assigning and filing emails to client files, creating new emails and attaching documents. The system will update all files appropriately once network coverage is restored.

Benefits

- Improve productivity and client responsiveness
- Manage email data effectively
- Boost collaboration and information sharing
- Achieve regulatory requirements

Find out more

Discover more about iManage WorkSite Mobility for BlackBerry smartphones:

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www.blackberry.co.uk/legalmarket





Mobile CRM with LexisNexis® InterAction®

Challenge

Law firms rely on the accurate, timely and accessible sharing of client data to win new business and develop deeper client relationships.

Sophisticated CRM software enables them to manage and access this data. But these systems are predominantly office-based, which leaves mobile workers struggling to reap their benefits. InterAction is a leading CRM software solution for the legal industry which enables firms to create the relationship intelligence they need to uncover new business opportunities and enhance client service. Until now, there has not been a satisfactory way to extend the detailed data held in InterAction to mobile users.



BlackBerry® Bold™ 9780 smartphone with a screenshot of the InterAction Mobile CRM application for BlackBerry.

Solution

InterAction Mobile CRM for BlackBerry® smartphones is a cost-effective and easy-to-use application which allows mobile fee earners and legal service providers to access and update the data in their firm's InterAction CRM system whilst on the move.

The system uses familiar InterAction screens which enables new users to quickly familiarise themselves with the mobile application without the need for training. Vital information remains safe, even on the smartphone, because data remains securely firewalled and encrypted at all times.

InterAction Mobile CRM for BlackBerry smartphones allows mobile users to:

- Search the company's entire contact list
- Find everyone at the firm who has already dealt with a target company or individual (who knows whom?)
- View activity summaries and details
- Add activities to contacts whilst on the move
- Contact individuals directly using one click dial or email facilities

Users of InterAction Mobile CRM can see and make real-time updates directly into their key accounts, contacts and mandates, and can react immediately to client requests and opportunities. They can achieve tighter control over mandates and matters by viewing and controlling client and account team activity as needed, even when they're away from the office.

Mobilising InterAction on the BlackBerry smartphones of partners and fee earners encourages increased adoption and use of InterAction CRM within the firm as a client relationship, business development and opportunity management tool. The ability to store information directly into InterAction from the BlackBerry smartphone also encourages better and faster data input and greater individual productivity, which inevitably leads to more value being derived from the system.

Benefits

- Improve client service and value delivery
- Convert business leads more effectively
- Boost individual productivity and cut admin costs
- Derive more value from InterAction investment

Find out more

Discover more about InterAction Mobile CRM for BlackBerry smartphones:
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www.blackberry.co.uk/legalmarket



Training and communications

at a time and pace that suits

Challenge

Busy fee earners can be increasingly difficult to reach. So ensuring that they find the time in their busy schedules to complete training required for their continued professional development (CPD) and compliance can prove difficult. Communicating vital information such as firm updates and briefings, client podcasts and other industry or firm-specific content can be just as tricky.

Law firms need a flexible, convenient and cost effective way to allow fee earners and other mobile staff to receive, undertake and log their training in a way that impacts as little as possible on their billable time and ability to deliver exceptional client service.



BlackBerry® Torch™ 9800 smartphone with a screenshot of the Chalk application for BlackBerry®.

Solution

Many fee earners may find that the only spare time they have to complete training and consume communications and other content is when they are travelling or away from their desks. This is where their BlackBerry® smartphones can become even more valuable.

Mobile e-learning solutions for the BlackBerry platform such as Chalk™ and Intuition enable law firms to extend their learning and development, compliance and communications programmes beyond the desktop, delivering more cost effective training, improved learner performance and increased return on their investment in BlackBerry smartphones.

These solutions allow a 'just in time' approach to training and communications, sending training modules and other content like briefings or surveys out to fee earners' BlackBerry smartphones over-the-air. Users are notified when new content is available. The firm can then track and report on delivery, opening, test scores and content completion, making compliance easier and highlighting any CPD deficiencies that can be rectified.

This approach suits busy fee earners too – they are able to complete training and consume communications at a time and pace that suits them and so improve completion and compliance rates, while optimising their billable time. Content can be stored on their smartphones for viewing even when no network coverage is available, enabling them to put any potentially 'dead' time (such as 'in transit' time) to productive use.

By leveraging the security measures inherent in the BlackBerry platform, practices can share confidential and sensitive information confident that the data will remain safe at all times.

Benefits

- More flexible and convenient learning
- Faster and earlier training completion
- Reduce training costs
- Increase ROI by leveraging existing investments

Find out more

Discover more about mobile e-learning solutions for BlackBerry smartphones:

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Discover more about BlackBerry solutions for the Legal Sector:

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