

Onit for Legal Service Requests

Onit's Legal Service Request solution provides a legal department with an intelligent and user-friendly method for engaging with business partners. Oftentimes, business consumers of legal services don't know where to go in the organization to obtain the assistance they need. By providing the business with an intelligent, self-service portal to initiate a request for the legal department, legal can reach more of the organization's needs and provide better legal service to the business.

Business partner requests for legal services are often tossed into the legal department sporadically by email, text or informal conversations from various departments. With no standard legal service intake process, tracking and assigning these requests is nearly impossible. To complicate matters, business partners typically do not include all the resources or documents in the initial request. Often, an email or phone conversation must ensue to obtain the relevant materials before the "real" legal work can even begin.

Benefits

- ▶ Streamline and simplify the legal service request process
- ▶ Drastically reduce the cycle time spent on manual, administrative tasks
- ▶ Gets work "out" of email and allows legal department to focus on high-value legal tasks
- ▶ Enhances responsiveness to your business partners



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Onit's Legal Service Request solution simplifies this intake process and provides a simple portal that allows business partners to interact and engage with the legal department. In doing so, the legal department obtains a more holistic view of the legal portfolio and the ability to better serve their clients. The legal department also gets a comprehensive view of all legal service requests and can report on request types (i.e. by department, region, phase, due date, etc.)

Client requests can be directed to the appropriate legal practitioner, even if the requester is not aware of the most appropriate recipient of the request. Clients can also self-serve to keep track of status and resolution of legal service requests.

Features

- ▶ Central intake process for all legal service requests and complete audit trail
- ▶ Simple interface captures all the relevant data and requires little to no training
- ▶ Workflow can be configured based on the information submitted in the online legal service request form or to match business requirements
- ▶ Automatically generates notifications to keep business partners updated on the status

HOW TO REQUEST LEGAL SERVICES



LEGAL DEPARTMENT VIEW OF ALL LEGAL REQUESTS

The screenshot shows a 'PROJECTS' dashboard with a search bar and a table of recent activity. The table has the following data:

Views	Project Description	Company	Phase	Customer	Requester	Due Date
By Phase	Review NDA	Farris Co.	Completed	HR	Thomas Smith	3/11/16
Recent Activity	Review Contract	Electric Supply	Completed	Sales	Jen McBee	4/8/16
By Company	Check IP Renewal	THD Co.	Pending	IP	George Fletcher	5/19/16
By Customer	Review NDA	J&M Systems	Pending	Marketing	Chad Finley	6/5/16
By Requester	Review Contract	HMC Software	Pending	Sales	Victor Gonzales	7/23/16



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