Legal Industry Checklist
Improving internal efficiencies

A fully integrated cloud communications platform improves internal efficiencies and streamlines workflows by supporting:

Mobile solutions for on-the-go communication among legal team, office support, and client	Improved billing accuracy for client communications	Security and privacy controls for protecting confidential correspondence	Live answer routing to any team member, quickly and easily, regardless of location

Common Issues Facing the Legal Industry

• Difficulty keeping vital contact with legal teams working in multiple locations at any time

• Difficulty billing for all client communications accurately

• Failure to consistently keep documents and client communications private and secure while working remotely

• Trouble meeting regulatory compliance requirements related to retaining communications across diverse channels

• Trouble offering both live answer and call routing to appropriate team members regardless of location

We have the expertise, experience, and communications platform to help your legal firm thrive.

ONE Communications Platform - ONE Low Monthly Rate

VIDEO | PHONE | CHAT | CONTACT CENTER | FILES | EMAIL

YOUR NEEDS	ELEVATE SOLUTIONS
WORK FROM WHEREVER	
☐ Support an on-the-go, mobile legal team	✓ Improve employee productivity with mobile-ready, business-grade and secure email, calendars, and contacts
☐ Accommodate legal staff in geographically dispersed offices	✓ Create a more flexible and effective legal team with anytime, anywhere communications from any device
☐ Support easy, efficient, and flexible communications between the office and mobile attorneys	✓ Support all communication channels, including phone, chat, video, text, and email
☐ Extend reach and facilitate faster response times for client inquiries	✓ Enable your legal team to never miss important calls or texts and provide the option to easily collaborate from desk to courtroom to home office – all with our Mobile App
	✓ Integrate the solution with productivity applications such as Google, Microsoft, Salesforce, and more
TRACK BILLABLE CALLS	
☐ Gain the ability to accurately bill for client calls and not miss out on billable time	✓ Precisely capture billable time with phone records
☐ Keep accurate records and analysis of client call times	✓ Integrate your phone records with billing platforms (such as Clio and AbacusNext[1]) and auto-populate billing records for more accurate and complete billing
PROTECT AND SECURE CLIENT COMMUNICATIONS	
☐ Protect attorney-client confidential correspondence	✓ Our highly secure email, file sharing, and web-application security tools conform to the security and regulatory requirements of different client industries, including GDPR, SEC, HIPAA, PCI-DSS, and more.
☐ Share documents securely between office staff and remote team members	✓ We're SOC 2 and SSAE 16 Type II audited so our controls and processes have been validated by a third-party
☐ Capture and retain conversations across chat, SMS, and voice channels to help boost regulatory compliance and mitigate risk	✓ Elevate Archiving helps support compliance with ECPA, SOX, ABA, and RPC
☐ Protect privacy of client communications and files	✓ Elevate Archiving's legal hold feature can reduce risk of data loss by grouping and preserving communications relevant to potential or ongoing legal matters
☐ Protect personal privacy and identification of legal team members (i.e., avoid disclosing personal mobile numbers)	✓ We embrace seven pillars of security, including encryption and access control, backups, endpoint protection, identity protection, infrastructure security, privacy and data control, and security management.
	✓ We use SecuriSync® for secure, simple, and cloud-based file management, along with advanced anti-malware and antivirus protection.
CALL ANSWERING AND EFFICIENT ROUTING	
☐ Provide superlative responsiveness	✓ Customize call flows, minimize transfers and eliminate dead ends with intelligent routing for more efficient interactions and routing
☐ Support call answering and routing for multiple offices	✓ Eliminate busy signals with queuing and provide in-queue music
☐ Enable efficient, personalized, and frustration-free client interactions, regardless of channel, from first contact to engagement conclusion	✓ Extend reach with integrated chat, SMS, video conferencing, file sharing, and file management, while increasing collaboration and efficiency within the legal firm
☐ Allow team members to seamlessly continue the work from prior engagements with client	✓ Elevate Archiving allows managers to bring new team members up to speed quickly and better serve the client by sharing information from past interactions
☐ Eliminate dropped calls and reduce hold times	✓ Automate common requests with self-service interactive voice response (IVRs)
☐ Get calls transferred to the right legal team and support client expectations of seamless and interchangeable communication via multiple channels	✓ Accept customer inquiries via SMS, chat, and email, in addition to phone calls – all with one platform

1. May require third-party integration.

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