



InterAction®

LexisNexis®

# SERVICES AND SUPPORT

Making the decision to adopt and deploy a CRM across your firm can be a daunting task. Whether you're new to CRM, or moving from another solution that's holding you back, it's a transition that requires some technical insights as well as a firm grasp of your business development and marketing processes, and whether they need fine tuning. Not to mention motivating your end users to buy into the new system.

While LexisNexis® InterAction® has been designed around best practices for relationship management in the legal field, we understand that not everyone has the time or experience to drive their deployment projects or end user adoption. That's why we offer a portfolio of services to help with planning, implementation, support and education. We want to ensure you achieve the greatest return on your software investment – and protect and grow your business as a result.

## LexisNexis Services for InterAction include:



### Professional Services

to address the technical, strategic and organizational aspects of adopting InterAction CRM

- Foundation Packages
- Business Edge Implementation
- Organizational Change Readiness
- Deployment Review
- Technical System Review
- Prioritized Data Management
- Integration with Existing Systems



### Education

to increase adoption and manage change

- End User Education Planning
- Custom Curriculum Development
- End User Training Including Classroom, 1-on-1, Web-based
- Tailored education built around your business processes



### Support and Maintenance

for ongoing updates, on-demand help and expert support when you need it

- Product Updates and Patches
- Knowledge Base, Product Docs, Implementation Resources
- Best Practices Resources
- Technical Support
- Key Success Indicator Audit
- Business Development Maturity Assessment



Relationship management is at the core of your business. Let us help you take your interactions and marketing efforts to the next level, so you can keep clients loyal and win new business.

To learn more, visit [www.interaction.com](http://www.interaction.com)

**InterAction - Leading CRM for Law Firms**