

# Passport® Legal Service Request Application

## User-friendly solution to simplify intake and management of requests for legal services

The Passport Legal Service Request application is a user-friendly solution that helps corporate legal departments more easily and efficiently manage and monitor legal services requests received from across the organization. The application automates and simplifies central intake and storage of all requests and related documentation and provides a robust tool to process, address, and help resolve each request in a timely manner. In addition, the solution provides a simple way for employees, attorneys, and other stakeholders to create and submit legal services requests and stay informed as these requests are handled.

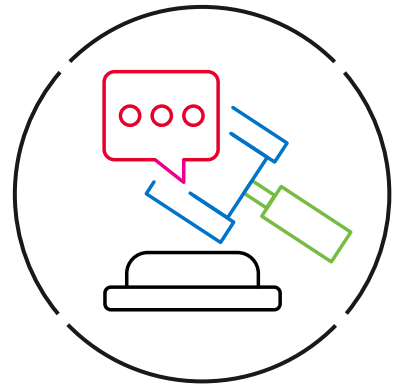
### Passport Legal Service Request supports:

#### Simple submission and intake of legal services requests

- Centralized web link enables employees, attorneys, and stakeholders from across the business to quickly and easily create legal service requests.
- Simple web form ensures the right data is collected by allowing stakeholders to attach related documents when submitting service requests.
- Enables requesters to view request status updates and stay informed as their requests are resolved.

#### Increased efficiency and cost effectiveness in managing requests

- Automates and centralizes the intake, storage, and management of requests and related documentation.
- Creates efficiencies and expedites the process of assigning requests to the appropriate legal staff (including attorneys and non-attorneys).
- Automated workflow and notifications allow legal staff members to respond to requests more efficiently and manage their workloads more effectively.
- Integrates seamlessly with Passport legal matter management, allowing legal staff to create legal matters from existing requests as necessary.
- Provides transparency, predictability, and visibility into key metrics to help better manage and control legal costs and assess productivity.



Simple, user-friendly tools to request legal services and monitor progress.

## Visibility into requests from across the business

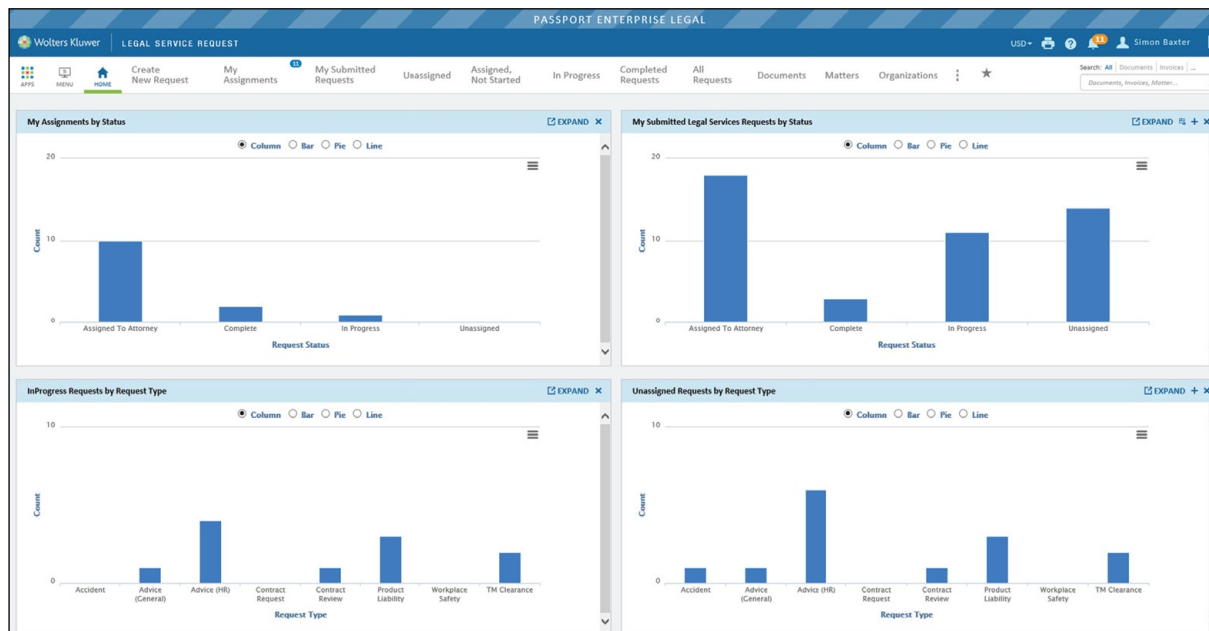
- Facilitates transparency into all legal services requests and work queues, which improves management of requests by the legal team.
- Allows legal staff members to easily view details and work status for specific requests at any given time.
- Provides practice area leaders with a clear view into their departments' requests to help better manage legal resources.
- Generates reports and key insights against KPIs to help legal staff analyze trends, plan budgets, and assess productivity.
- Integrates seamlessly with Passport's legal matter and spend applications, giving visibility into requests that become legal matters and related legal spend.

## Enhanced collaboration and improved communication

- Central storage of requests and related documentation enables legal staff to easily share information throughout the request lifecycle.
- Automated workflow and notifications streamline response to requests and allow the legal department to communicate better with stakeholders as requests are resolved by legal staff.
- Seamless integration with Passport legal matter and spend management applications enables legal staff to better collaborate when requests are escalated to legal matters.

## Key benefits

- Ensure stakeholders can easily submit requests
- Assign service requests to attorney or non-attorney staff as appropriate
- Streamline monitoring and managing requests and documentation
- Respond to requests more efficiently, manage workloads more effectively, and improve communication
- Enable practice area leaders to better manage resources



*Reporting tools, analytics, and dashboards provide key insights against KPIs that help drive efficiencies and analyze trends.*

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