



## LEGAL SOLUTIONS SUITE

Legal Solutions Suite's three components — Legal e-Bill, Legal Bill Analyzer and Legal Matter Manager — give organizations and outside counsel a secure electronic workspace for:

- Planning and strategy
- Budgeting and staffing
- Document management
- Law firm profiles
- Performance analysis
- Legal bill analysis.

Legal Solutions Suite simplifies the billing process, tracks counsel performance and promotes best practices in managing legal matters.

## JOIN A WINNING TEAM

When you license Legal Solutions Suite, you're doing more than just buying software. You're benefiting from the experience of a dedicated user base that works diligently to provide product direction.

As a Legal Solutions Suite customer, you'll become a part of this same thriving community.

## THE LEGAL SOLUTIONS SUITE CUSTOMER COMMUNITY: ACTIVE, HARD-WORKING, EFFECTIVE

- Customer users' group meetings are held on a regular basis, which encourages insightful exchanges with other users while providing the information, tools and resources you need to accomplish your business goals.
- A Customer Advisory Council directs the vision for the software and provides feedback regarding functionality and future releases.
- Customer-facilitated workshops offer in-depth looks at unique ways customers are using Legal Solutions Suite to accomplish their specific objectives.
- An annual customer satisfaction survey lets you provide feedback to CSC.
- The diversity of the community provides insight from a wide range of customers.
- Co-development opportunities are always available to current customers and prospects to develop additional functionality.

## THE INNOVATION COMMUNITY: TURNING IDEAS INTO REALITY

In addition to users' group enhancements and ongoing CSC development efforts, client-sponsored enhancements are one of the key mechanisms for adding new function into CSC's base systems. As a Legal Solutions Suite customer, you'll have the option of also joining CSC's Innovation Community.

Through the Innovation Community process, CSC applies its Software Quality Assurance (SQA) methodology, software testing and release processes to custom enhancements submitted by users. Once the enhancement is incorporated into the base system, it is maintained and migrated as part of all future product

releases, reducing ongoing maintenance costs and simplifying the upgrade process. Since the program's introduction in 1999, more than 650 Innovation Community projects have been included in base software.

### VISIT ONE OF OUR CUSTOMERS ON-SITE

As part of your decision-making process, would you like to speak to one of the members of the customer community? With an on-site visit, you can gain a current user's perspective, examine their workflow, learn from their product implementation strategy and discuss their level of satisfaction with Legal Solutions Suite.

### WHAT MEMBERS OF THE COMMUNITY ARE SAYING ABOUT LEGAL SOLUTIONS SUITE AND CSC

"We are able to identify the most efficient firms, and we can see who is getting the best results and at what cost."

*Richard Moore, General Counsel, MIIX Insurance Company*

"Automating the litigation management process helps us clear invoices faster and on a consistent timetable, while helping to make sure that what we're being charged falls within our guidelines and the industry's. It makes for a fairer, more efficient process for everyone involved."

*Lori Lehmann, Legal Initiatives Director, Nationwide*

"In dealing with CSC our support has been excellent. They've met our delivery dates and we've had a really good relationship."

*Mark Russell, Chief Administrative Officer, Grange Mutual Insurance Companies*

"I am very impressed with the Advisory Council and the users' groups. CSC appears to be genuinely interested in our input and feedback and involves the user community in the development process."

*Pennie O'Hara, Vice President of Claims, PIC WISCONSIN*

### CUSTOMER SATISFACTION IS OUR GOAL

Customer satisfaction is of the utmost importance to the Legal Solutions Suite team — and the results speak for themselves. Our 2005 Customer Survey showed that our customers are "extremely satisfied" (7.39 score on a scale of 1 to 9).

We look forward to adding you to this growing circle of satisfied users.

**To find out more about Legal Solutions Suite, call CSC at 800.345.7672 or send an e-mail to [inforequests@csc.com](mailto:inforequests@csc.com).**

**Financial Services Group**  
200 W. Cesar Chavez  
Austin, Texas 78701  
+1.512.345.5700  
+1.800.345.7672

**[www.csc.com](http://www.csc.com)**

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### FAST FACTS

- More than \$2 billion in legal fees are processed annually using Legal Solutions Suite.
- More than 6,000 law firms with more than 160,000 legal professionals use Legal Solutions Suite for billing and matter management.