



SERVICES OVERVIEW

At LawWare we provide levels of service which ensure that our clients' expectations are met and that they know that we value them. To that end we have, over the years, fine tuned how we deliver our solutions.

▲ Consultancy & Planning

▲ Site Assessment

- ▲ This is the first stage in planning a successful LawWare installation.
- ▲ It is important to ensure that each LawWare user's expectations are fully met.
- ▲ To achieve this, all technologies involved are thoroughly checked prior to any LawWare functionality or training advice being given.

▲ Project Planning

- ▲ A dedicated project manager is assigned to each LawWare installation
- ▲ A specifically tailored project plan is produced after this.
- ▲ This covers every foreseeable eventuality from that point onwards & continues until the achievement of "go live".

▲ Technical Services

▲ Installation & Configuration

- ▲ One of LawWare's many strengths is its flexibility in how it installs & is setup.
- ▲ This includes Server(s) & all PCs across branch offices using synchronisation if not connected in real time.
- ▲ For customers' piece of mind remote access software is also installed for support purposes.
- ▲ This allows LawWare to dial in when permitted, to offer the highest and most instantaneous levels of support.
- ▲ Networking & Infrastructure
- ▲ At LawWare we concentrate on what we are good at, namely software development and support services.
- ▲ We have relationships with many 3rd party hardware & networking experts who can advise on the best infrastructure solutions.

▲ Training Courses

LawWare believes that its software is the most intuitive available. That said; there is no substitute for being fully trained in the relevant functionality. Apart from greatly enhancing the end user experience it ensures that firms extract the fullest value from the software.

LawWare conduct a Training Needs Analysis exercise with firms at the onset of a new project. Courses are conducted either at your offices or at our dedicated training centre and are based on set curriculum or can be tailored to suite your firms needs.



Services Overview cont ...

Structured Training courses are available for:-

- ▲ Cashiers
- ▲ Partners
- ▲ Fee Earners
- ▲ Paralegal & Secretarial
- ▲ Practice managers
- ▲ Administrators

Course synopses are available on request.

▲ Bespoke software development

LawWare only employ the best and takes pride in a carefully chosen team of development experts who creatively develop, maintain and support their products. As well as developing their flagship legal product, LawWare have developed other large scale corporate solutions for a variety of commercial markets including:

- ▲ Government, Construction
- ▲ Recruitment, IT, Accountants
- ▲ Surveyors and more ...

For further details on bespoke development project work either to your LawWare system or new build development work, email us at development@lawware.co.uk

▲ Software Support cover and Updates service

All LawWare users subscribe to support cover giving them full advantage of facilities to:-

- ▲ Log calls at our help desk during business hours on [0845 2020 588](tel:08452020588)
- ▲ email support queries to support@lawware.co.uk
- ▲ email software development requests to development@lawware.co.uk
- ▲ Try out new developments though piloting opportunities (call for details)
- ▲ Access a wealth of technical information via our knowledge base.
- ▲ Join the active LawWare user group.
- ▲ Download latest updates & utilities ensuring systems remain up to date at www.lawware.co.uk -



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