

Making the Case for *Liquid Lit Manager*™

Legendary Service: Dedicated Project Managers Add Expertise

SENIOR PARALEGAL
LITIGATION MANAGER
U.S. NEWS BEST LAWYERS® – BEST LAW FIRMS

CHALLENGE

In managing **dozens of complex cases**, our clients, consisting of a firm's senior paralegal and litigation manager, needed an advanced case management tool that was user-friendly and a highly responsive team of customer service experts to provide support.

SOLUTION

Liquid Litigation Management, Inc.'s (LLM) legendary operations team is always available, providing personal, trusted expertise. Every case has specific needs. Our clients' dedicated project managers know exactly how they prefer things done.

RESULTS

Eight years and over 30 cases later, our partnership with this client is still going strong, and customer service plays a huge role in that success.

"In this day and age, most people have come to realize that customer service is a dead or dying art. When you come across a business that you deal with that has very good customer service, it catches your attention! That's LLM."

- LITIGATION MANAGER

"Customer service — it's just right on. The speed of getting something taken care of is terrific. I'm incredibly happy with [LLM]."

- SENIOR PARALEGAL



Dedicated Project Managers Add Expertise

STELLAR SERVICE AND QUICK TURNAROUND IS THE ORDER OF THE DAY — EVERY DAY

These particular clients have been working with LLM and *Liquid Lit Manager*™ for over eight years, tapping into the customer service team on a daily basis. During this time, they've built strong relationships with their LLM project managers.

The senior paralegal indicated that he and his project manager have a “very comfortable working relationship.” When summarizing working with his respective project manager and other staff, the litigation manager stated, “They are very responsive to my requests, incredibly timely with their work product and very accommodating in keeping their fees competitive. This is important in this market. I have a feeling this is just the way they do business.”

The litigations manager's dedicated project manager is always available to provide immediate assistance. “[She] will show me how something's done or she'll get it done for me.” He added, “One time we were supposed to have rush production and she had it done immediately, which took the burden off me.”

They both chose LLM for their legendary customer service and *Liquid Lit Manager's* ease of use for attorneys and paralegals. “It helps me do my job, but also helps junior paralegals do their job, which is critical!” said the senior paralegal. With assistance at the ready and access to all his documents — not just discovery documents — he added, “I'm definitely more productive.”



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Senior Paralegal | U.S. News Best Lawyers® — Best Law Firms.

PROACTIVE EXPERTISE AT THE READY

LLM provides proactive counsel to optimize the way clients work with *Liquid Lit Manager*. Need help with customizing your case or setting up a production? No problem. “They have provided customization for me on the back end, and it was done fairly quickly. I feel like [Liquid Lit Manager] was customized for me,” said the senior paralegal.

The litigation manager has also appreciated LLM's ability to tailor *Liquid Lit Manager* to fit his needs. “They are very flexible and willing to work with client's needs. I found them very responsive to the situations we specifically needed or the way our cases were managed that would make it better for us.”

The senior paralegal added, “They provided procedural expertise about an inquiry I had in reviewing documents from opposing counsel. They always give me the best case scenario as well as other options to try out.”

LLM has provided assistance in conducting searches, particularly certain complex searches, with an ETA that has pleased the senior paralegal. “The speed of getting stuff done that needs to be done is great.”

5 OUT OF 5

LLM'S CUSTOMER SERVICE





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INSTANT ACCESS TO A SUPERIOR TEAM OF EXPERTS

In the complex and hectic world of e-discovery and case management, time means everything. Quite often, you cannot wait hours or days for a response to a request or issue resolution, or the inconvenience of running your requests first through your IT department, which then has to connect with your service provider.

Working previously with a software solution supported in-house, “I went through my IT department to get issues resolved,” said the senior paralegal. Because of this two-step issue resolution and servicing requests, “there was a lag between what I wanted and the answers that I received.” With LLM, “They’re very responsive. Even if something’s not in the normal day of business for them, they do it without hesitation.”

He continued, “In the past, I’ve had production coming up on a Monday and we didn’t get it to [LLM] until Saturday. The team came in on Saturday and Sunday and made sure we had it done by Monday morning. That was very helpful!”

LLM — THEIR PREFERRED EXCLUSIVE PARTNERSHIP

For our two clients, rating LLM’s customer service the top score of 5 out of 5 is just the beginning. Recommending LLM to partners and colleagues is more about the full partnership they’ve experienced for over eight years.

“First of all, their customer service is excellent. The product they provide is very user-friendly, simple to use, yet provides you with all the features that are necessary to enable us to better manage our cases. As a long-term client, we have mutual respect for one another,” expounded the litigation manager.

The senior paralegal echoed this, “I think their software is right on. It’s user-friendly and the team is very responsive. [That combination] is the number one benefit.”

The litigation manager summed it up succinctly: “If it’s our choice, we do exclusively use LLM.”

Logical Solution. Legendary Service. LLM, Inc. offers Liquid Lit Manager™, a web-based solution enabling legal teams to review discovery, produce documents, and manage related daily case materials through a single interface. It is the only product on the market that integrates e-discovery and case management, which is why it is favored by many Am Law 100 & 200 law firms, Global 100 firms and Fortune 100 companies.

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