

# Thomson Reuters Legal Tracker Tracker Coordinator Service

Thomson Reuters Legal Tracker™ is powerful software for implementing efficient e-billing processes, accessing reports and analytics, managing outside counsel, and reducing the cost of legal services. For your legal department to realize these benefits, the primary critical success factor is the competency of your Legal Tracker Coordinator.

A coordinator's core responsibilities include system implementation, configuration and ongoing maintenance, first level support and training users, and monitoring and reinforcing proper system use.

Finding the right person for this role can be a challenge — especially for "lean" legal departments with little or no support staff. To help you solve this challenge, we have partnered with highly respected legal department consultants to offer the Legal Tracker Coordinator Service. With this service, Legal Tracker clients receive an experienced coordinator who has not only mastered the functionality, but has also advised many corporate legal departments on strategies to improve their operations and maximize their investment in Legal Tracker — at the fraction of the cost of a full-time coordinator. Here's an overview of the specific responsibilities a Legal Tracker Coordinator takes on.

## Business Operations

Your coordinator will identify opportunities for business process modifications and implement configuration updates to better leverage the capabilities of Legal Tracker. The coordinator also will understand your specific objectives for Legal Tracker and how to incorporate those processes into your use. These processes include:

- Gathering, entering, and maintaining matter information
- Invoice approval and payment which comprises managing and updating invoice approval routes, ensuring that invoices are paid in a timely manner, and monitoring invoice delivery to your accounts payable department
- Matter-level budget entry, review, approval, and enforcement
- Accrual collection and reporting

## System Support

Provide all first-level support:

- Serve as the primary point of contact for all support requests from all company users
- Act as chief point of contact for other company stakeholders, including accounts payable, audit, and finance
- Liaise with our Client Success group, which offers additional support to your legal department
- Update matter templates (adding or removing fields, changing matter default settings)
- Simple bulk updating and matter upload to update and maintain your data
- Write reports
- Assist in implementing the Legal Tracker Timekeeper Rate Review functionality for maximum control of law firm timekeeper rates
- Manage Legal Tracker security (user and firm access to system and matters)

## Training

Hands-on user assistance:

- Train new staff as part of the onboarding process so that data is properly entered and maintained in Legal Tracker
- Regular updates regarding how new features or functionality can benefit your legal department
- Ongoing invoice approver training on the enforcement of outside counsel guidelines and other invoicing requirements, so that your legal department can maximize the cost saving tools within Legal Tracker

## Law Firm and Legal Vendor Support

Communication, training, and configuration, including:

- Adding law firms and other legal vendors to your database
- Assisting and training law firms on your legal departments specific system requirements and processes (over and above the no-cost law firm support provided by Legal Tracker Support)