

THOMSON REUTERS LEGAL TRACKER COORDINATOR SERVICE

Thomson Reuters Legal Tracker™ (formerly Serengeti 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 Tracker Coordinator. A Tracker 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 Mosaic Consulting, a well-known and highly respected legal department consulting firm, to offer the Legal Tracker Coordinator Service. With this service, Tracker clients receive an experienced Tracker Coordinator who has not only mastered Tracker functionality, but has also advised many corporate legal departments on strategies to improve their operations and maximize their investment in Tracker—at the fraction of the cost of a full-time Tracker Coordinator. Here is an overview of the specific responsibilities a Legal Tracker Coordinator takes on.

Business Operations

Your Legal Tracker Coordinator will identify opportunities for business process modifications and implement configuration updates to better leverage the capabilities of Tracker. The coordinator also will understand your specific objectives for Tracker and how to incorporate those processes into your Tracker 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 Relations Group, which offers additional support to your legal department
- Update matter type 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 Tracker Timekeeper Rate Review functionality for maximum control of law firm timekeeper rates
- Manage 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 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 Tracker

CONSISTENTLY RATED NUMBER ONE

Legal Tracker (formerly Serengeti Tracker) is the world's leading legal matter management, e-billing, and legal analytics system designed for corporate legal departments and law firms. Part of the Thomson Reuters Legal business unit, Legal Tracker is consistently ranked as the top-rated solution for its ease of use, international features, and quick implementation.



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 department's specific system requirements and processes (over and above the no-cost law firm support provided by Legal Tracker Support).

In addition to an average of 10 hours of remote support per week, your Legal Tracker Coordinator will also make one quarterly visit to your offices.

To learn more, please contact your representative at **1-888-736-9587** or visit legaltracker.com.

