

A woman with short brown hair and glasses, wearing a light-colored blouse, is smiling and looking towards the right. She is in a meeting with other people, some of whom are blurred in the background. A laptop and a coffee cup are visible on a table in the foreground.

**Client Advising:  
working with you  
to transform your  
business.**

When business transformation is on the agenda so are technology investments.

How can you be sure of making the right decisions to drive your business forward and deliver the best return?

# Visualfiles Client Advising

When business transformation is on the agenda so are technology investments. How can you be sure of making the right decisions to drive your business forward and deliver the best return?

Our Client Advising Services can help. We'll work with you to understand what you want to achieve, show you how our software solutions will support those ambitions and identify the challenges and approaches needed to align them. We'll continue working with you as your business strategy evolves, to ensure your software investment keeps pace with new challenges, objectives and opportunities you want to address. For us, it's a lifetime relationship.

## What are your business ambitions?

- Whatever business you're in, you can't afford to stand still.
- Competition is a fact of life - as well as long-term rivals, you face new market entrants many of whom are bringing in experience from parallel industries.
- The way customers and partners want to interact with your business will keep changing.
- Employees increasingly expect to be able to work the way they want, when they want.
- Regulation and legislation constantly evolve.

You'll also be actively pursuing opportunities to grow your business, as new markets open up, new business models emerge, or you identify candidates for a merger or acquisition.

To address these challenges and opportunities, you may need to significantly transform one or more areas of your business. Perhaps there are key processes that need to run more efficiently. Maybe you need to speed up innovation, become more agile and responsive or enhance your key business relationships.

Whatever transformation you undertake, it's almost certain to be supported by technology. You may find you need to invest in new software - in which case, you'll want to be confident it can power your business forward and deliver the best possible return on investment. On the other hand, you may have already invested in software which isn't being used to its full potential, or could be better utilised to achieve your aims.





## How can you be sure of making the best choices?

**In an ideal world what if you could talk to an impartial advisor who's familiar with your industry, understands what you want to achieve, and can help you and your business deliver on your ambitions.**

What if you had a trusted partner on your side who could help you align your technology strategy to your business strategy, so that you make the right decisions about software investments? A partner who could help you sell the solution internally? And who would do all of that at no charge - and with a long-term commitment to your organisation?

*“When it came to defining our new case and matter management system the business and technical advice given by the Client Advising Team was invaluable in getting the best out of our investment.”*

**Stacey Parkin, Operations Manager,  
Poole Alcock**



# Visualfiles Client Advising

## Real advice for real business

The Client Advising Team at LexisNexis Enterprise Solutions is here to help you transform your business to achieve your aims. The team provides objective advice you can count on, based on their:

- Insight into global trends, best practices and evolving regulations.
- Perspective on your industry and what your peers are doing.
- Skilled use of tools based on industry metrics to assess where your business is in its transformation lifecycle.
- Outcome and result focused.

## Real world experience

Our client advisors aren't just theorists. Each member of the team brings real-world experience, having spent years working as lawyers, project managers, integration experts, business analysts, IT professionals and marketing specialists before coming to LexisNexis Enterprise Solutions.

They'll combine that experience with extensive insight into LexisNexis Enterprise Solutions software, to help you implement the right solutions to power business transformation, and get the very best return on your investment.





## How we work with you

Our client advisors will work with you in the way that best meets your needs. They don't carry sales targets, their objectives are to build long-term relationships and solid foundations. The advice they provide is focused purely on your business challenges and objectives.

If you're at the start of your relationship with LexisNexis Enterprise Solutions, we'll engage with you to understand what you want to achieve from a business viewpoint, and work out the most appropriate software to help. We'll help you make the business case and work with you to break down any internal barriers to adoption.

If you're already experienced with our software, we're on hand to help ensure it's optimised to keep on supporting you as your business strategy evolves. We'll also alert you to new capabilities as they become available, and share your feedback and suggestions with the LexisNexis Enterprise Solutions development Team.

*"Simon and his team worked with us to define a solution to help us transform our service delivery and leverage the power of the software. The collaboration with them enabled us to match our ideas and ambitions with industry best practice and the software's capabilities. We are now driving further enhancements working in partnership with them"*

**Stacey Parkin, Operations Manager,  
Poole Alcock**

## An integral part of your LexisNexis team

We believe our Client Advising Services are unique in the market: a valuable service that helps you drive transformation through alignment of your business, your software and your people.

The Client Advising Team is just one part of the great LexisNexis Enterprise Solutions Team you can call on. We work alongside your Account Manager and the LexisNexis Enterprise Solutions Support and Professional Services Teams to help ensure your LexisNexis solution will deliver maximum value to your business today, tomorrow and into the future.

## Next steps

If your business would benefit from our Client Advising Services, speak to your Account Manager or usual LexisNexis contact.

They will then engage with the Head of Client Advising to discuss the support you're looking for, and assign the most appropriate Client Advisor to your project.



### **Simon Farthing**

Director of Customer Engagement

As Director of Customer Engagement Simon leads the team of six experienced Client Advisors. His mission is to work together with you in aligning your business strategy with the adoption and utilisation of our solutions. This is about a long term relationship where we work as part of your business and share our knowledge, experience and expertise to help you do more, better, and get greater return from your investment. The team bring many years of diverse experience of the Professional Services sector and coupled with the use of our solutions are skilled in helping you meet your aims. He has been with LexisNexis for just over three years and has worked on a number of key strategic deals and significant client retention campaigns during that time. He is a Lawyer, Project Manager and Business Analyst. Simon has practiced in a number of different areas of law within a number of notable regional practices and headed IT, Development and Comms for a Top 100, 450 user Law Firm, in his time there implementing Visualfiles, iManage, BigHand, Artiion and Aderant solutions, to name a few.



### **Shaun Denham**

Client Advisor, Visualfiles

Shaun Denham is Client Advisor at LexisNexis Enterprise Solutions. He has over 25 years' experience in legal IT and finance and has held a variety of roles including Head of IT at Lupton Fawcett in Leeds. He has also worked at a number of legal software suppliers.



### **Karl Southern**

Client Advisor, Technical

In an IT career that has spanned well over twenty-five years, Karl spent time in consultancy, operations, product management and solutions design. As a Client Advisor, he is here to help you get the most from your systems and can bring that variety of experience with him to help you. Some of his colleagues have pointed out that he is a geek by nature due to his keen interest in all things technical. Particular areas of focus include integration and mobility. His spare time is taken up with walking (slowly), basketball (also slowly), and photography (excruciatingly slowly). He also maintains an extensive computer lab at home. The “geek” tag is probably well deserved.



## Visualfiles Client Advising

### For more information

To find out more about Visualfiles Client advising services and to discuss your company's specific business requirements, please speak to your **LexisNexis Account Manager, Client Advisor** or visit [www.lexisnexis-es.co.uk/contact-us](http://www.lexisnexis-es.co.uk/contact-us)

**Visualfiles™**

RELX (UK) Limited, trading as LexisNexis. Registered office 1-3 Strand London WC2N 5JR Registered in England, number 2746621. Visualfiles is a registered trademark of LexisNexis, a division of RELX Inc. © 2019 LexisNexis. All rights reserved. 09/19. A4698

