

# THE ART OF THE POSSIBLE

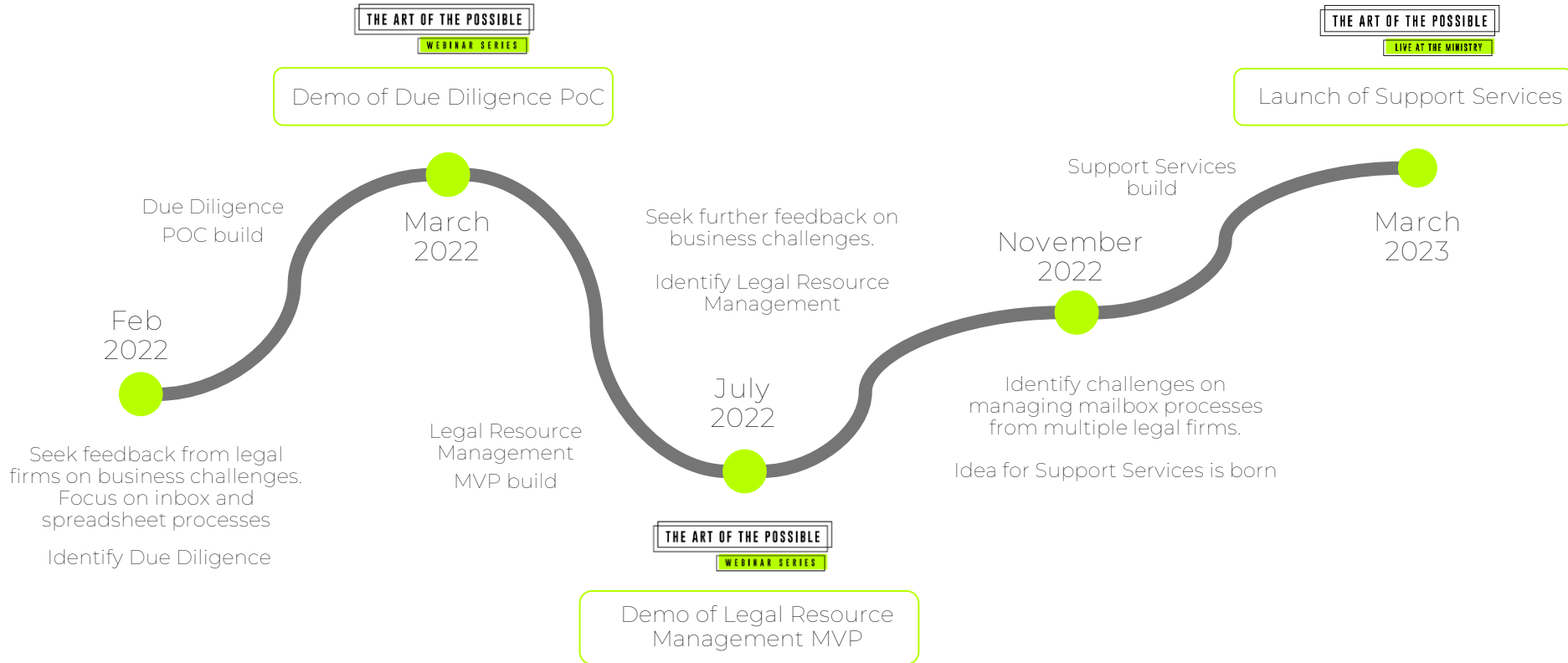
LIVE AT THE MINISTRY

# Bringing structured workflows to unstructured work

How many of you know of work in your firms that is managed through inboxes?

What is the biggest benefit you would look for in a solution that replaces an inbox?





### Fee Earner



I want it to be simple to submit my requests

What's the latest status of the requests I've submitted?

How can I quickly provide you with more information?

How do I know my request will be completed on time?

Will my request still get assigned to a dedicated person?

How do I know my important requests are being dealt with as a priority?

### Secretarial Services Assistant



How do I know someone is looking at this request?

Who is the best person to do this request?

I wish I could quickly see what work I need to focus on

I need to have other people work on this request at the same time

I've already got a lot of work, I can't pick up anything else!

I want to easily record and track key actions so I don't miss them

### Secretarial Services Manager



Who in the team has a lot on?

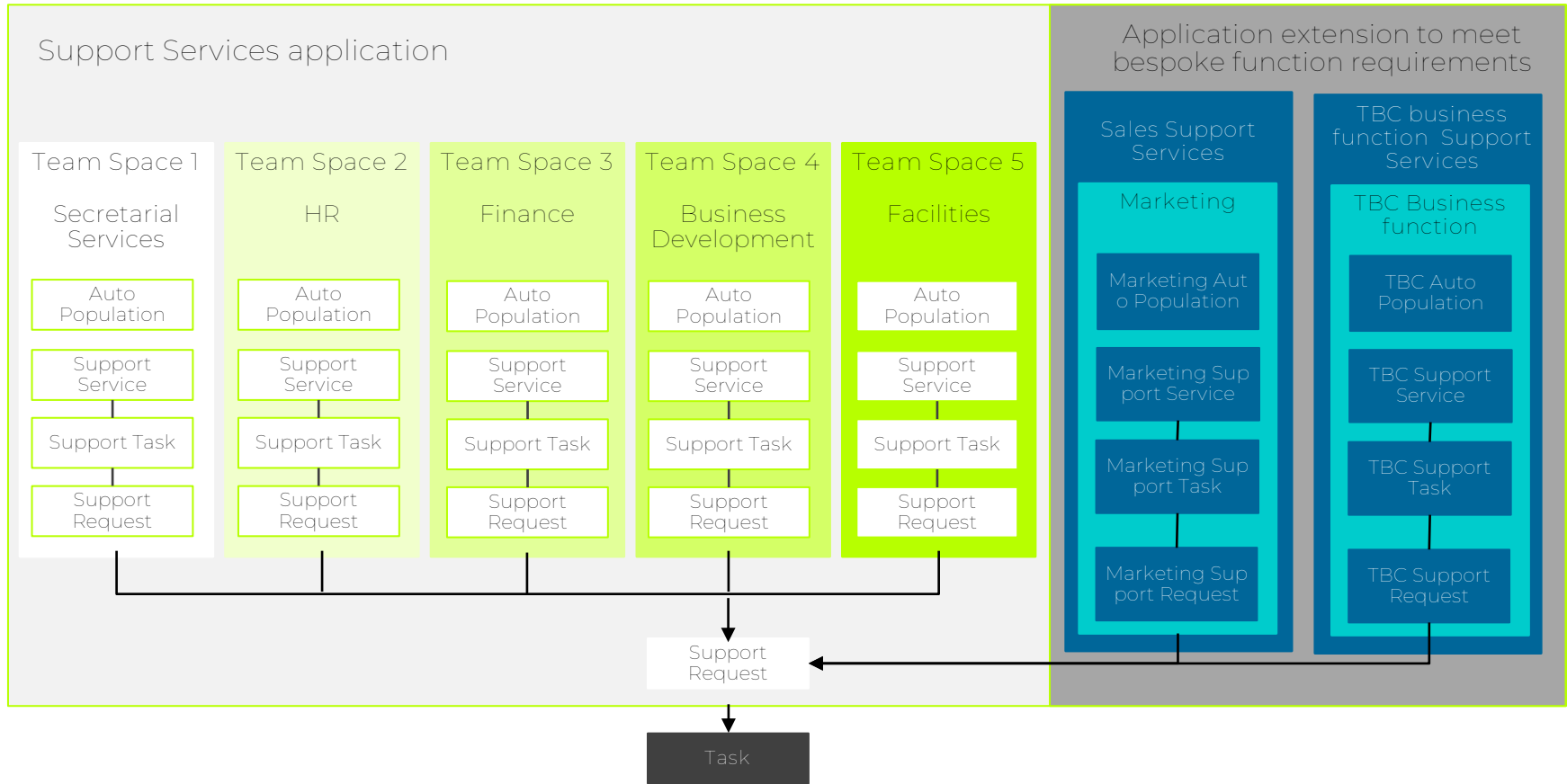
How can I ensure requests are going to the right people in the team?

How can I make servicing common requests more efficient?

How can I ensure assistants dedicated to Fee Earners always get their requests?

I want to see how much work my team have done and how long it takes

Are we delivering on our promises to our customers?



Questions?

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£570  
raised

**CHOOSE  
LOVE**

Thanks