



TOP 3 WAYS TO JUSTIFY PROJECT MANAGEMENT SOFTWARE FOR YOUR DEPARTMENT

1. Prioritize your Value Drivers
2. Identify the areas that have the most to gain from the software
3. Get Stakeholder buy-in

About iFramework

iFramework is a recognized leader in providing a collaborative, project management solution for litigation support departments.

iFramework's software helps your department operate efficiently and manage your workflow with team members, partners, attorneys, paralegals, clients and vendors.

We are passionate about the success of our clients and dedicated to maximizing the value you receive from the iFramework software.

How Can I Get My Project Management System Approved More Quickly?

No two litigation support departments are exactly alike and no two have the same priorities when making project management investment decisions. Factors such as demanding schedules and deadlines, department size and locations of team members, time and budget drive specific needs and desired outcomes. The key to unlocking maximum value is selecting the right technology to meet your unique requirements, goals and challenges.

What are the important reasons for implementing project management software in your department?

- Using Excel is time-consuming and inefficient to manage projects
- Automate the Project Action Plan process
- Using multiple applications, instead of a single source
- Tracking and inputting timesheet data on a regular basis
- Need to access current or past projects details more quickly
- Improve customer service to our attorneys and paralegals
- Knowing everyone's calendar and open/closed tasks
- Department staff, attorneys, paralegals and clients need to be updated regularly with project updates or on demand reports
- Lack of efficient, automated, structured or consistent processes for the department and each project
- Manual processes are difficult to manage due to tight deadlines and large amount of ongoing and new projects
- Difficult to track and report on project details or specific person's activities/histories
- Manage and track vendors: preferred lists, services provided, invoices, document performance and histories.
- Keeping up with all correspondence and documentation with clients, vendors or team members for each project
- Members of the team are not aware of the tasks assigned for each member
- Tracking evidence collection, chain of custody and the type of media collected for a project
- Others:



TOP 3 WAYS TO JUSTIFY PROJECT MANAGEMENT SOFTWARE FOR YOUR LITIGATION SUPPORT DEPARTMENT

1. Prioritize your Value Drivers

What are the important reasons for implementing project management software in your department?

You are one of the people who 'gets it' and you are certain your department would benefit from a project management system—but how do you justify the investment? You know that project management software is simply a tool that can increase productivity and make your department run more efficiently. It is similar to a laptop, a copier or telephone system; all of these items are tools that make you more productive. Defining your problems and solutions in terms of greater employee productivity allows you to define a clear return and justify the investment.

A well thought out project management implementation helps your department produce tangible benefits from increased efficiencies. So what's your strategy? Ambush the biggest skeptics by covertly sticking a "I don't get it" sign on their backs? Or justify your project management solution in clear terms of dollars saved or improved productivity? There are several areas where you can look for cost efficiencies and productivity improvements to justify a project management system and iFramework's project specialists can help you with this assessment process. Contact us and we'll be happy to help.

2. Identify the areas that have the most to gain from the project management software.

Who has the most to gain and who has the most to lose if you put off implementing a system?

Hard Costs & Lost Time

Many factors contribute to unnecessary costs and subject your department to lost time. How much time is lost each year on unnecessary redundant tasks that could be automated? How much time is spent on tracking down project details in your email folders? Inefficient processes not only cost the firm hard dollars but the practice of inconsistency and disorganization exposes your risk.

Ask what the biggest firm expense is and it will probably be payroll. Tools that empower staff to do more in less time are easily justified. What is the fully burdened cost of your staff per hour and how much of their day is spent looking for project info they need to do their jobs?

Customer Service for Your Attorneys and Paralegals

Often inadequate information, inefficient processes and tight deadlines hamper your ability to deliver satisfying customer service to your attorneys and paralegals, your "Customers." The quickest way to lose a customer is to provide poor service. Litigation Support Departments spend a good deal of time marketing their services to attorneys and paralegals and earning their business. But if you don't take great care of their projects, they will tend to outsource to a vendor (or worse) manage the process themselves and call you to clean up the mess. If a customer needs service you can quickly respond to their needs, if your project data is in one place and easy to access. How much time is spent creating status reports when responding to an attorney inquiry? Do you delay customer response while searching for Excel or paper files? How would customer service improve, if you had a Project Management system? If a customer has a question concerning their project (total hours spent, status report, chain of custody, etc.) how much time on the average is spent responding?

3. Get buy-in from all stakeholders with a concrete Return on Investment.

Presenting the facts—money saved, costs avoided and efficiencies gained—will justify your case.

These cost considerations represent potential areas of savings, cost avoidance and factually justify the implementation of a project management solution like iFramework. Bottom line, iFramework saves your department time, money, and provides better project management best practices.