

## XMLAW Client Services

### XMLAW's OneView products are second to none in the industry ... and so are their client services.

XMLAW's client services were created to provide clients with expert SharePoint consulting, implementation services, training and ongoing support. Some clients choose to purchase OneView products on their own, while others engage the expert consultants at XMLAW to help and guide them while they develop the portal and search solution that fits with the needs of their firm.

### SharePoint Consulting

The consultants at XMLAW are experts when it comes to SharePoint. The company is a Microsoft Gold Certified Partner and the experts have many years of experience developing methodologies and structured approaches to delivering portals and enterprise search. Before your project ever begins, these experts can provide you with the answers to why your firm should use SharePoint to gain control of information, how you will get there, who needs to be involved, what systems need to be configured and installed, how long it will take, and much more. XMLAW experts follow Microsoft's prescriptive architecture and best practices to establish a baseline SharePoint infrastructure appropriate for the firm's size, geographic disparity, and usage patterns, providing a solid foundation to build upon.

### Implementation Services

Once your firm has decided to implement OneView products to extend SharePoint, XMLAW's implementation experts can help your firm rapidly deploy their portal and search, getting information into users hands as fast as possible.

Implementation experts are assigned to each client engagement based on specific project needs and requirements. Minimally, this team includes a project manager/business analyst and an imple-

mentation consultant. For larger, more involved initiatives additional XMLAW consultants will be assigned, sometimes to specific aspects of the project. The core team will remain involved on the project through its completion.

Prior to beginning the project, an implementation expert will work with the firm to define an appropriate statement of work that encompasses scope, tasks, deliverables, and timeframes to achieve a successful implementation.

Each engagement begins with a requirements definition phase, the scope of which is dictated by the client's overall objective. XMLAW deploys a functional prototype during this phase to:

- ◆ support requirements identification and internal communication,
- ◆ provide an environment for education and training purposes, and
- ◆ begin the configuration and customization effort.

The functional prototype is an invaluable tool for demonstrating ideas and concepts, educating the project team and stakeholders, and soliciting user feedback.

XMLAW's implementation services also include installing OneView, configuring search, constructing portal applications, developing content site templates, testing and more. Throughout the project, we focus on educating the client's team and transferring knowledge as much as executing specific tasks. Our ultimate goal is to empower our clients so they are self-sufficient with the technology and solution, and are able to extend and adapt the solution as business needs arise.

### Support Services

Once a firm's portal and search is up and running, they can engage the expert consultants to provide ongoing support, training, and upgrades to ensure their investment is working optimally, that the

team is educated on the latest technology, and that the newest releases are available for use as soon as they are available.

Our support services include:

- ◆ Portal check-up – Once a year, XMLAW experts will analyze a client's existing portal solution and identify problem areas. Clients come away with a list of items that will help improve performance and functionality.
- ◆ Portal tune-up – The XMLAW experts will implement those items identified in the "check-up," which may include software upgrades, SharePoint farm reconfigurations, adding new capabilities, and more.
- ◆ OneView Connect training – The experts at XMLAW will perform a series of on-site, Web-based and XMLAW-hosted training events to help the client take best advantage of the features of the products, learn about industry best-practices, and understand new functionality as it becomes available.
- ◆ Upgrades – Whether needing to upgrade to the latest version of SharePoint or to the newest release of OneView, the expert consultants at XMLAW can do the work for you, saving you time and getting the latest technology in your hands quickly.

SharePoint is complicated; by engaging the expert consultants at XMLAW, you will be relying on the only SharePoint experts who focus on the needs of the law firm. Because of their years of experience, they know exactly where to start, the steps to completion, and the ongoing support a firm will rely on to keep their portal in the best possible shape.