

5 SIGNS

It's Time to Switch Your Legal Support Service Provider

When you're busy with things like intaking new customers, drafting legal correspondence and preparing for your next hearing or trial, it's easy to overlook your legal support service provider's performance. **Do you know how well they're doing? Here are five reasons it may be time to switch.**

1

Service Performance Has Degraded

- Dropped orders
- Missed deadlines
- High rejection rates for eFilings



2

Subpar Customer Support

- Poor communications
- No timely updates on document status
- Few channels for accessing support
- Not proactive in getting ahead of possible issues



3

Lack of Future-Ready Technology

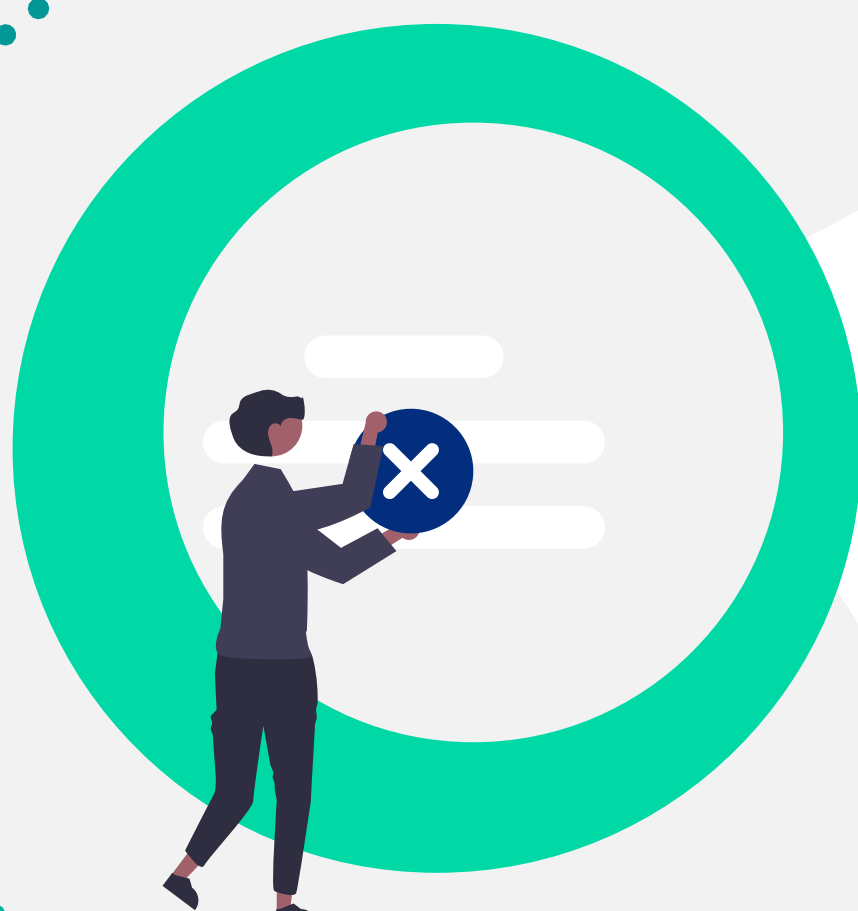
- No customer portal
- No reporting capability
- No technology integration possibility



4

Lack of Partnering Ethos

- Acts like a purely transactional vendor
- Not focused on a long-term partnership with you
- Does not work proactively with you
- Not interested in your firm's goals and objectives.



5

No Transparent Pricing

- Fees are not provided up front
- Does not offer in-depth itemized invoices



Read more about these red flags in our full-length blog article:

5 Signs It's Time to Change Your Legal Support Service Provider

Does your current legal support service vendor leave you feeling that they are interested only in selling you a service? Do they only react to your needs only when issues crop up? If that sounds like your status quo, then you deserve better.

We'll show you what better looks like.

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