

InterAction Professional Services

A partnership for business growth
and transformation



Keeping technology aligned to business goals

LexisNexis® InterAction® is a client relationship platform that embeds relationship and client intelligence into every interaction. It simplifies, improves, and automates key aspects of client relationship management (CRM) and business development to help firms:

- Uncover who-knows-whom
- Drive engagement
- Develop opportunities
- Serve clients well

Our Professional Services team will work with you to ensure a successful deployment in line with your business objectives. Over time, however, your ambitions and priorities are bound to evolve. For example, you may:

- Set a new strategy for growth based on entering new markets or adopting new business models
- Pursue mergers or acquisitions to strengthen your national presence or expand abroad
- Look to streamline processes to stay ahead of traditional or new competitors

In these and other scenarios, you may need to change how you use InterAction, add new modules, or seek new insights from your InterAction data.

Here to help: InterAction Professional Services

With our guidance, you'll be able to enhance data quality, exploit your data in new ways to deliver fresh business insights, or restructure your data to support a change in strategic direction. We can help you add new capabilities

through system integrations or deployment of new InterAction modules. And we offer best-practice solutions for overhauling workflows and processes to increase efficiency and productivity.

Unparalleled CRM and industry expertise at your service

The InterAction Professional Services team brings more than 100 years of global implementation and CRM experience to your business. We draw on our in-depth understanding of InterAction, our industry insight, and our CRM best-practice expertise to help you:

- Optimize your relationship management operations
- Drive adoption and confidence among your teams
- Get the most value from your data and the insights it delivers

How we work with you

We'll spend time with you to understand and refine your specific objectives, and develop a creative solution to meet your needs. Our goal is to build a long-term partnership with your firm to ensure that InterAction is always optimized to support your business, keep you moving forward, and deliver the best possible outcomes.

A partnership you can count on

The InterAction Professional Services team is your trusted partner for implementations, integrations, solution optimization, and more:

New client deployments. For new clients, InterAction Professional Services performs solution deployments in line with our well-defined project methodology that has proved successful on hundreds of implementations

worldwide. We also help you prepare your teams for change and define training to boost adoption and confidence.

Upgrades and new modules. We ensure successful deployment of InterAction upgrades and rollout of new modules. As with new deployments, we also support your change management activities and training needs as required.

Solution optimization. We'll help you solve new business challenges by ensuring you're using InterAction to best effect, and work with you to make sure that the system configuration and processes are optimized to meet your needs.

Data maintenance. Our consultants can help you address any concerns about data quality. They'll ensure you have a clear understanding of your data and how to get the most out of it.

Customized reporting. When a change in business strategy demands new insights into your data, our consultants will work with you to create the customized reporting you need.

Complex integrations. We're experienced at integrating InterAction with financial, practice management, and other systems, enabling you to leverage centralized data in your InterAction solution. We're also skilled at consolidating multiple instances of InterAction when firms go through a merger or acquisition.

Professional Services Plans

We offer Professional Service plans that provide a prepaid package of consulting and training services, including:

- Strategic consulting services
- New module implementations, upgrades, and redeployment
- Data quality management
- Training, Microsoft® PowerBI® and SSRS reporting, and Integration services

BENEFITS AT A GLANCE

- ✓ Quick results by working with InterAction experts
- ✓ 100+ years of global CRM experience to draw on
- ✓ Extensive experience in the fields of law and professional services
- ✓ Outcome-driven solutions using proven methodologies
- ✓ Long-term partnership to help you deliver on your business strategy

An integral part of your LexisNexis team

We believe our Professional Services are the best in the market—a valuable service that helps you achieve alignment of your business, your InterAction software, and your people.

Professional Services is just one part of the great LexisNexis® team you can call on. We work alongside your Account Manager, your Client Advisor, and the Customer Support team to ensure InterAction delivers maximum value to your business today, tomorrow, and into the future.

Next steps

To learn more about what InterAction Professional Services can do for your business, contact your LexisNexis Account Manager or Client Advisor.

LEARN MORE

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