



## Affinity LexisCare

Make the most of your investment.

From software updates and learning how to use new Affinity features, to upskilling new starters and ensuring your firm is using best practice, there are many benefits to having a current LexisCare subscription.



### Regular Affinity software updates

Lexis Affinity™ is updated twice a year with significant enhancements, useability improvements and the inclusion of powerful new features. We also introduce integrations to select third party providers to give you access to innovative services from within Affinity.



### LexisCare Knowledge Base

The LexisCare Knowledge Base is a comprehensive resource available 24x7, containing practical help on everything from basic configuration and step-by-step instructions for common activities to guidance on performing more advanced operations.



### Help, when you need it

Lexis Affinity Helpline is there to assist trained operators with everything from performing common tasks, to advice on using more advanced features and resolving business impacting issues as quickly as possible. You also have the flexibility of calling us directly, or logging (and tracking) support requests online via LexisCare.



### Complimentary Live & On-demand Webinars

LexisCare members can register to attend our regular schedule of online webinars run by our specialist Consulting Team on a variety of helpful topics, plus access to our library of recorded webinars and other video content now available within LexisCare.



### Discounted Consulting rates

LexisCare members receive discounted hourly rates for a range of services our Consulting Team provide including consulting services, training sessions and Affinity HealthChecks.



### Enhancements & Bug fixes

Every Affinity release includes over 100 enhancements and bug fixes requested by firms to improve their day-to-day experience using Lexis Affinity.



### Access to User Group events and the Affinity Matters newsletter

LexisCare members have access to Affinity User Groups and the quarterly Affinity Matters newsletter which are filled with information on the latest developments in Affinity and the industry, plus tips on getting the most from your investment.



### Opportunities to participate in roadmap development

Customer feedback is important to the Lexis Affinity team and we periodically reach out to LexisCare members to validate our product roadmap and provide input that shapes the future of Affinity.



# In addition to LexisCare, you can engage the **Lexis Affinity™** Consulting Team to take your practice to the next level\*

From learning how to use the latest features to enabling practice changes throughout your firm, our Consulting Team can help you get the most from your Lexis Affinity experience and achieve the business outcomes you need.

## Consulting Services

Our highly skilled Consulting Team is available to work with your firm to help solve a range of business challenges. This includes everything from the basic tasks you don't have time for, through to the specialised tasks you may not have the skills in-house to manage. Our team can work with you onsite or remotely, on a multitude of things, including:

- Customised Reporting
- Precedent creation
- Bill Template creation and customisation
- Workflow creation
- Specialised Affinity Configuration and Customisation



## Customised Training Programs

Our trainers can work with you to develop a customised training program tailored to your needs. Plus, you have the flexibility to choose between classroom-style intensive training delivered face-to-face for maximum interactivity, or remotely delivered training via videoconference (perfect if you have staff across multiple offices). We can design a course specifically for you, or choose from our pre-defined courses such as:

- DataForms, Precedents and Scripting
- Operations and Administration
- End User Training
- Reports Training
- Workflow training



## Affinity HealthCheck

If you're not using Affinity to its full potential, you could be missing out. Our consultants can do an audit of how your team is working and make recommendations to help you get the most from your investment. Our consultants can:

- Go onsite and spend time interviewing your users to understand how they currently use Affinity
- Identify what's working and what could be working better
- Analyse your system to identify areas for improvement
- Produce a report summarising our findings, including specific recommendations
- Present our findings back to the firm for your review
- Work with you on an implementation plan for the actions you proceed with



To engage our Consulting Team, go to [lexisnexis.com.au/affinityconsulting](https://lexisnexis.com.au/affinityconsulting) or email your Account Manager at [LSS\\_Acct\\_Mgt@lexisnexis.com.au](mailto:LSS_Acct_Mgt@lexisnexis.com.au) 

\* Lexis Affinity Consulting Services are charged on a time and materials basis. Contact your Account Manager to arrange an estimate.