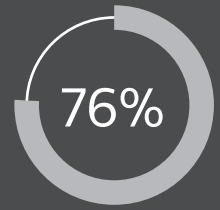


3 Tips for meeting the EXPECTATIONS OF TODAY'S CLIENTS



of law firms said that clients demanding more for less is key challenge

BUT



of law firms have made no changes to address the challenge

1

THINK SPEED



Respond within 24 hours to any questions



Always have client matter info at your fingertips

RESULT

SATISFIED CLIENT

RESULT

HEIGHTENED EFFICIENCY



Get rid of paper and get on the cloud



Let modern legal research tools save you time

2

DON'T TREAT TECHNOLOGY AS A FOE

3

TRACK CLIENT SATISFACTION



Make it a habit to ask all clients for feedback



Use the feedback to improve your practice

RESULT

A STEP AHEAD OF YOUR COMPETITION

Source: Thomson Reuters Legal Executive Institute's 2019 State of U.S. Small Law Firms Report

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