

The Global Leader in Legal Operations Management

DataCert Law Firm and Vendor Support

DataCert is committed to helping you successfully participate in your clients' DataCert e-billing programs. We understand that you need convenient access to tools, information, and support services that make e-billing easy and efficient. With our extensive industry experience, DataCert is an expert at partnering with law firms, IP agents, and vendors across the globe to provide superior support and enable them to meet their clients' unique e-billing needs.

DataCert helps you quickly get up and running with e-billing.

- DataCert's in-house, dedicated Law Firm Implementation Team works one-on-one with each law firm, agent, or vendor
- The Implementation Team provides consultative support each step of the way and guides you through a simple, proven implementation process so you're quickly ready to submit invoices
- DataCert offers a variety of invoice submission methods using our secure ShareDoc® network, ensuring that law firms, agents, and vendors that do not have a time and billing system are able to submit electronic bills

DataCert makes it easy for you to participate in your clients' e-billing initiatives.

"DataCert's implementation team provides full-service support - even helping my firms with details like how to set up a LEDES file. I'm always confident that my firms will get the help they need from DataCert!"

Patricia Rivero
Merck

- Our user-friendly web site enables you to efficiently and securely submit e-invoices that meet the specific e-billing requirements of your corporate clients
- DataCert keeps you up-to-date regarding your clients' invoice submission guidelines and provides detailed, immediate feedback to confirm successful invoice delivery or help you quickly resolve any errors
- As designated by your clients, you receive email notifications of invoice approvals (including adjustment details) and can use ShareDoc Reports for easy self-service online access to information regarding submitted invoice status, approved timekeepers and budgets, and active matters

"The DataCert implementation team is great, even multi-currency implementations have gone smoothly. And the support team matches them for responsiveness and quality work!"

Valerie Milewski
Mayer Brown

With DataCert, you have unlimited access to ongoing, full-service support.

- Customer Support representatives are available worldwide, 24/7, via phone, email, or WebEx
- Our team is the most experienced in the industry and resolves 75% of all support calls in less than 15 minutes
- Customer Support is your first point-of-contact for resolving e-billing questions and technical issues, freeing your clients from managing many technical problems and helping you maintain positive working relationships with them
- DataCert professionals proactively conduct follow-up calls to guarantee reported issues are fully resolved

DataCert delivers unparalleled e-billing expertise.

- DataCert has more than 10,200 law firm, agent, and vendor connections in over 150 different countries
- We establish more than 200 new connections each month
- 100% of the AmLaw 200 and 92% of the Global AmLaw 100 are DataCert customers
- All 5 of the Magic Circle law firms use DataCert
- We process more than \$9 billion dollars worth of invoices annually
- Our law firms, agents, and vendors give DataCert a 90% satisfaction rating for our implementation, service, and support

For more information visit www.datacert.com.

“I'm very impressed that DataCert runs a 24/7 support shop. DataCert has definitely been one of the smoothest and most secure e-invoicing services that I've ever dealt with, coupled with an excellent user support system.”

Jay Canon

Corr Cronin Michelson Baumgardner & Preece LLP