SYNTRICATE Customized Training
Legal Solutions

For more information contact: info@syntricate.com

Customized Training is designed to meet your unique and imminent training needs. It is a private training session which provides an opportunity to learn amongst your colleagues and discuss real-world scenarios, timelines, and circumstances you are experiencing within your organization. Syntricate's Legal instructors are highly experienced and recognized veterans in the field of Legal software. They are privy to the most current Legal technology and best practices and will ensure that you reap the benefits of that knowledge. You will not find a more skilled and qualified group of individuals providing clear, concise and comprehensible communications to guide you through your project. Our trainers will address your training needs, step-by-step, as well as show you how to incorporation the technology into your daily procedures and workflow.

What we can do for YOU:

It's our goal to streamline your implementation and make this a smooth and successful process. There are four steps to our approach: Consultation, Assessment, Implementation, and Follow-Up.

Consultation: First, we will consult with you about the unique requirements of your organization. Topics we'll discuss with you (among other things):

- In which area of law do you specialize?
- How is your organization structured?
- What are the roles within your organization?
- What is your organization's level of experience working with technology and electronic discovery?
- Does your organization have a mix of different skill levels?
- How do you learn and what type of training delivery would work best for your organization?
- What are your time constraints?
- What are your existing workflows?
- Do you have any general or specific goals you must achieve or any case specific requirements?

Assessment: After your consultation, we will be in a position to assess your needs and recommend a training approach that we believe will guarantee your desired result. During the assessment, we will determine and communicate the following:

- Which training materials you will need.
- Whether you'll be better served with onsite training or remote, online training.
- Your instructor, who is skilled in both workflow and instruction, so that you can develop a relationship in advance of your training
- Which details still need to be worked through in order to assure consistency across your organization while still customizing your needs

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Implementation: After the assessment, and after all details have been finalized, we will implement your training, which includes:

- Preparation of your onsite or virtual (LOT) classroom , ensuring a learning environment where all students are comfortable participating and asking questions
- Delivery of your customized training curriculum using the most current technology
- Case Use Examples
- Comprehensive training manuals
- Cheat Sheets/Check Lists and other useful documentation that will supplement your implementation and provide additional tools to communicate processes across your organization

Follow-Up Support: Following your implementation, each student will have the opportunity to evaluate the training. Your feedback is extremely valuable to us. We want to ensure all of your needs were met during the training and to provide any additional information you may be looking for in the future.

Once we have completed your training, we are always available to discuss anything additional you may need. In addition, if you suggested any feature requests, we will submit them for you. If we were unable to answer any questions during our instruction, we will find the answer and get back to you promptly.

We know that you'll have follow-up questions and we provide several different methods of follow-up support including:

- The Learning Management System - Recorded online training modules. Click here for more information and a tour: https://www.syntricate.com/legal-solutions-LMS.html.
- Litigation Support and Case Consulting - Call us if you need help setting up your cases, setting up your permissions or just kicking off a production set. We can remote-in and walk you through this process or answer any other case specific questions you may have along the way. Contact us for more information at: training@syntricate.com.

We realize that time away from your business is precious and our goal is to make the most of your time while seamlessly integrating technology into your organization's every-day workflow. Please contact us to discuss how we can help achieve your goals: 801-734-7199 or training@syntricate.com.

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