UPFRONT™

CONFLICTS AND NEW BUSINESS SOLUTION

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NEW BUSINESS INTAKE DESIGNED FOR THE MODERN LAW FIRM

Law firms today are having to manage increased client expectations and regulatory compliance while balancing operational efficiency and professional standards.

A key component for firms in this dynamic and fast-paced environment is their New Business Intake solution which is often overly complex with limited automation and an unintuitive interface for non-intake team members. For a firm to be a best-run business it is essential for it to implement a contemporary solution that is designed to reduce the burden on people, processes, and finances.

Upfront is a comprehensive and integrated New Business Intake platform designed with the legal industry's unique requirements in mind.

The solution offers seamless management of new matter and client intake across its lifecycle while also augmenting the smooth integration of lateral hires into the firm business. In addition, Upfront comes pre-configured to serve the business of law by delivering industry best practice based forms and workflows that enable faster turnaround times and facilitate coherent data management. The Upfront New Business Intake Solution balances the opposing forces of lawyers wanting to bill quickly against new clients and matters and the firm conducting proper due diligence to minimize risk.

Comprehensive Solution
Caters to all intake and conflict requirements

Data Management
Enables proper management and flow of critical data

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Optimized Workflows
Facilitates leveraged and agile processes

Profitable Personnel
Reduce non billable time of key resources

01.
A COMPREHENSIVE NEW BUSINESS INTAKE SOLUTION

THE STATE OF INTAKE SOLUTIONS

In the current market, firms require multiple tools/components to ensure a complete and comprehensive solution is available to manage the intake of matters, clients, and lateral hires. Yet with these tools, NBI teams end up spending more time on administrative paperwork to conduct due diligence, resolve conflicts, and assess risk—thereby increasing the operational costs incurred by the firm. Also, tools built to handle all of these processes in one solution are typically too costly.

Reporting
Flexible conflicts reporting, standard regulatory compliance reports, and more

Intake
Efficient client and matter intake with best practice based pre defined templates

Risk Management
Assess risk at various levels in real time to enable strategic decision making inline with firm policies

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Terms Management
Accurate visibility and compliance to client mandates

Workflows
Intuitively create and manage workflows for firm-specific processes

Conflicts
Easily determine, manage and resolve conflicts

WHAT IS UPFRONT

Upfront, built on the foundations of technical and functional excellence, offers firms a one-stop-shop solution that encompasses every dimension of the New Business Intake process. The solution empowers firms to create, manage, and maintain the new business lifecycle and its supplementary processes with ease— onboarding new matters and clients, resolving conflicts, assessing associated risks, managing terms, creating and distributing reports, and designing and maintaining workflows. The reduction in the number of systems required to perform these tasks enable the firm to achieve higher operational efficiency.

UPFRONT MODULES:

📄 Intake

👥 Conflicts

📄 INTAKE

Fully automated and flexible workflows streamline formerly manual business processes and optimize efficiency. By generating higher levels of confidence in data quality and adhering to AML and KYC standards, the solution accelerates new business acceptance while maintaining integrity and adherence to firm standards. Automated workflows meet the needs of the firm through robust form builders, reporting tools, notification and alerting engines, as well as full track and trace capabilities throughout the matter lifecycle.

- Maintain, visualize and update organizational structures via a flexible, workflow-based rules engine for client and matter lifecycle management
- Utilize deeply localized jurisdictional functionality to conduct due diligence across the globe and support international growth
- Run client and matter due diligence on a single solution in line with country specific requirements
- Focused on the entire workforce, including dedicated support for lateral hires
- Machine learning detects and helps eliminate bias in every decision point of the end-to-end client and matter lifecycle
- Allow employees to easily find relevant intake information or reach out directly to the right intake expert

👥 CONFLICTS

Enable risk management team members and attorneys with a comprehensive and intuitive conflicts and risk management solution — one that works just as they need it while evaluating the right business relationships for your firm to take on. The solution provides comprehensive due diligence through a variety of filters. These include: quick and detailed conflict searches, analysis of all conflicts through a real-time interactive conflicts report builder, drive collaboration and visibility with a fully traceable audit trail, and worklist with dynamic alerts and notifications to ensure timely review and acceptance. The solution also integrates artificial intelligence by systematically ranking results and leveraging inherent filtering capabilities to provide recommendations of easily cleared conflicts, or those that may require more detailed attention.

- Provides real-time results for immediate and comprehensive conflict checks
- Includes a client verification system as well as relevant risk scores
- Incorporates a robust suite of built-in validation and endorsement tools
- Search engine optimized for legal with search results designed to improve identification and clearance of ethical and business conflicts
- Detailed analytics by office, fee earner, or client and matter to get at the data quickly to optimize decision making processes

02.
BEST-IN-CLASS USER EXPERIENCE

The shift in the multi-generational workforce

More technology-savvy people—those who have grown up using collaborative, user-friendly, and graphical technology—are now employed by law firms. Coupled with long-time employees' familiarity with existing systems, there is a need to support a variety of solution delivery methods to ensure adequate systems adoption and self-serve usage firmwide. That means supporting everything from full mobile experience to export, print, and read. However, many existing systems are made for super-users and specialists. Using these systems requires extensive training and often results in lowered adoption or delegation of work back to the NBI team.

The Upfront approach results in a radically simplified user experience for every role in the organization.

Upfront provides an intuitive, consumer grade user experience for every role in the organization. The responsive interfaces facilitate role-specific transactions, reduce errors in self-service and boost adoption through innovations such as built-in wizards, smart business rules, corporate trees, audit history, and customizable, flexible workflows. Moreover, the solution provides a seamless experience across platforms and devices promoting an *Any Device Any Time* experience, allowing for faster adoption by the stakeholders.

UX INCLUDES

01. Modern, consumer-grade interfaces support users to work the way they prefer

02. Anytime, anywhere every employee has access on their device of choice

03. Collaborative- every timekeeper and employee can connect and collaborate on matters

04. Insightful, relevant, embedded data and insights from any page in the solution suite

05. Prioritizing quick, action-oriented information lookup and search

03.
CONFIGURED TO RUN OUT-OF-THE-BOX

Today's Intake processes aren't confined to Intake teams.

New Business Intake processes span across multiple teams in a firm. Matter intake touches a wide range of departments: the request is initiated by a timekeeper after which the team run background and conflicts checks and conduct due diligence. Depending on the results of these checks the matter is sent for review and approval from requisite stakeholders such as a Risk officer and/or a Partner. Upfront provides transparency that empowers timekeepers to track and manage risks with ease.

Upfront is the industry's only New Business Intake solution that provides comprehensive, integrated capabilities, and is specifically designed for legal services enablement. Upfront handles the integration between its modules and any third-party system including PMS, DMS, LPM, case management, etc. The integration library enables enterprise-class, seamless, and cost-effective integration for an automated end-to-end workflow. The truly digital architecture provides an agile platform for personalization, innovation and extension to other systems, while also delivering an application suite with best practices for New Business Intake operations and optimal employee experience.

UPFRONT NEW BUSINESS INTAKE INCLUDES:

Meet ever-changing regulatory compliance requirements with developers who review, evaluate, prioritize, develop and implement statutory and other legal changes into Upfront every quarter.

NBI best practices and pre-configured, flexible data fields expedite solution scoping, implementation, and deployment. The result is a tailored-to-fit intake solution with a fixed scope, timeline and cost to eliminate risks often associated with new purchases of enterprise systems.

System Expert Center and Training in Governance, Risk, & Compliance will allow users to acquire the skills required to succeed while using the Upfront New Business Intake solution.

Enable the ideal NBI solution based on the modules needed. Solve an immediate need without large-scale rip and replace, and leverage existing on-premise investments.

Manage and administer the end-user experience while having the data, application, network and physical systems managed and certified per ISO standards.

Extend intake functions with cloud services that allow integration to third-party systems (such as D&B or BVD) or develop inhouse tools immediately designed to plug in.

About Us

Fulcrum Global Technologies' Solution ecosystem—Fulcrum Snap—is the industry's most powerful solution suite running on the world's largest software platform, SAP. The ecosystem encompasses all functional areas of law firm management including time entry, matter management, new business intake and conflicts, clients and matters, time and cost, WIP, billing, collections, financials, HCM, CRM, and comprehensive analytics. Fulcrum Snap incorporates standardized, best-practice, pre-configured processes that bring commercial discipline and true scalability to law firms' operations. Available in the cloud or on premise, with SAP's HANA in-memory database as the foundation, we provide real-time, fully mobile, secure information throughout your firm from a single, global instance—one version of the truth. With world class support, BPO services, and over 20 SAP-qualified best-of-breed Rapid Deployment Solutions that can be implemented quickly and affordably, Fulcrum GT's commitment to strategic, digital transformation and client success is unparalleled in the legal industry.