frontline
MANAGED SERVICES

Frontline Managed Services® is a global provider of administrative, financial and IT managed services for legal and professional services firms. Driven by specialized technology and expertise, we innovate the service delivery model and offer scalable solutions that improve revenue, profitability and firmwide efficiencies.

Solutions that Improve Revenue, Profitability and Firm Efficiencies

- Frontline Managed Services has worked with law firms since 1987, with service centers based in Atlanta, Philadelphia, St. Louis, Toledo, Toronto, Washington, D.C., London, Honolulu, Hyderabad and Goa India

- Our scalability and expertise services 40% of the Am Law 200 and hundreds of mid-level firms

- End-to-End Financial Managed Services provide eBilling, A/R Management and Cash Management

- Staffed by over 800 employees, backed by a senior management team with extensive legal backgrounds

- Financial backing of a billion-dollar Private Equity fund and a healthy balance sheet

frontline
MANAGED SERVICES

sales@frontlinems.com | 866.698.7837 | frontlinems.com |

IT Managed Services

Areas of IT Managed Services

Professional Services **Help Desk** **Network Operations Center** **Cybersecurity**

Client & Professional Services
Our IT support provides more secure & scalable efficiencies for clients. With a dedicated Client Services team, we customize IT support solutions based on firm needs. We also manage the life cycle of all projects from scope to completion, ensuring that technical requirements are met and project delivers on time within budget.

Global Help Desk
Frontline Managed Services leads the industry by providing the largest legal ISO27001:2013 help desk, trusted around the globe with support analysts in Atlanta, St. Louis, Toledo, Honolulu, Toronto and London. With 90% first call software resolution, we seek to increase staff efficiency and billable time. Our custom coverage supports 250+ applications 24/7/365.

Network Operations Center (NOC)
Our network monitoring and management center provides proactive technology operations resulting in decreased overhead and quality resilience for firms.

Cybersecurity
Our "follow the sun support" addresses the most critical cybersecurity challenges without escalating overhead costs or labor.

Litigation Services

eDiscovery
Frontline's approach to eDiscovery offers clarity through defined processes specifically designed to reduce the stress load on corporations responding to litigation. With 20+ years of experience and best in class software partners, we can create up to 70% less in data volume and save firms time and money.

Document Review
Our highly ecperienced teamcombines revolutionizing high-speed technology supported by on demand document review experts to get our clients to the merits of their cases faster than comparable service offerings.

Digital Forensics
Our digital forensics system eliminates opportunity for claims of spoliation, tampering or alteration of preserved evidence. We have handled 1000's of matters and experience up to a 40% reduction in data ingestion volumes in coordination with eDiscovery teams and post-preservation analysis.

Financial Managed Services

Client Intake / Conflict Checks
Improve profitability and client relationships through a better KYC and client onboarding experience.

Billing
Improved accuracy, compliant with client guidelines, to increase velocity and enhance submission approval and payment.

eBilling
Deliver an acceleration of cash cycle minimizing rejections through process-driven steps to identify issues and client operating compliance, resulting in days saved.

A/R Managed Services
Improve payment realization through market-leading people, process and technologies.

Comprehensive Cash Management
Cash App
Write Offs
Accounts Payable
Accounting GL

A/R Managed Services

- **Significant Reduction in Days of A/R** 5-10 days within first 12 months
- **30 years experience from over 300 firms** to develop and provide Industry Best Practices and Oversight
- **Secured over 75%** of our Clients' A/R within an average age of **242 days**
- **Made over 1,000,000** client contacts without triggering negative consequences
- **Partners increase billable hours** by not spending valuable time with delinquent A/R

Typical engagement leads to

$2.5m – $5m

in profitability improvement in the first 12–18 months

Powered by: iRIS i3

eBilling

- Over **100 staff resources** dedicated to legal billing functions
- Experts in LEDES
- Billing **processed within 24 hours**
- Rejection **resolution within 48 hours**
- Feedback loop **educates timekeepers**

- 2–3% improvement on **collection realization**
- Up to **50% reduction** in write-offs
- 5–6 Day improvement on **collection times**
- **96%** of eBills are accepted on the first submission
- **98% payment realization**