

The Legal IT Operations Platform powered by ServiceNow®



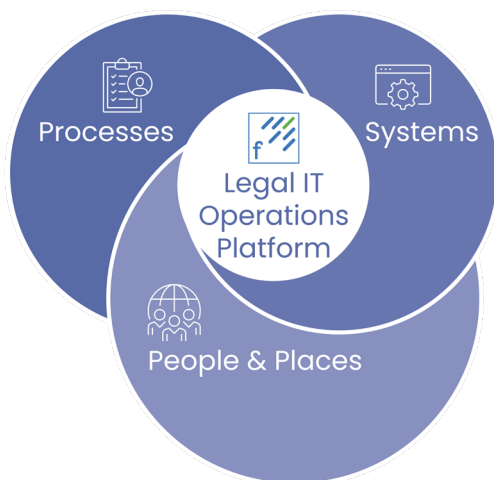
Frontline's Legal IT Operations Platform powered by ServiceNow® is a purpose-built platform for law firms offering capabilities that digitize, connect, and automate siloed processes to make workflow more productive and efficient.

Benefits of The Legal IT Operations Platform

Develop & Implement More Efficient Workflows.

The platform allows our team to create operational excellence across the legal industry. The platform streamlines the following functions:

- Automatic Call Distribution (ACD) system integration for optimized ticketing
- Incident Management for incident lifecycle tracking
- Problem Management to track known issues and reduce related incidents
- Change Management to document and control Changes in the environment with minimum disruption to IT services
- Service Request Management for efficiency and consistency in handling incoming requests
- Self-Service Portal for users to submit requests, incidents, receive updates on progress, and research information related to their inquiries
- Process optimization to create automated business process flows and reduce inefficiencies



Drives User Productivity and Reduce Costs.

Optimize business roadmaps seamlessly across people, data, and systems. We simplify digital workflows to create a seamless user experience.

Built for Legal to Fit the Needs of All Law Firms.

Our mission is to continually enhance its application and create a brighter, more productive future for the legal industry to ensure the delivery of technology excellence for many years to come. We look forward to our clients experiencing our Legal IT Operations Platform powered by ServiceNow.