

# Kleos

Use case #2

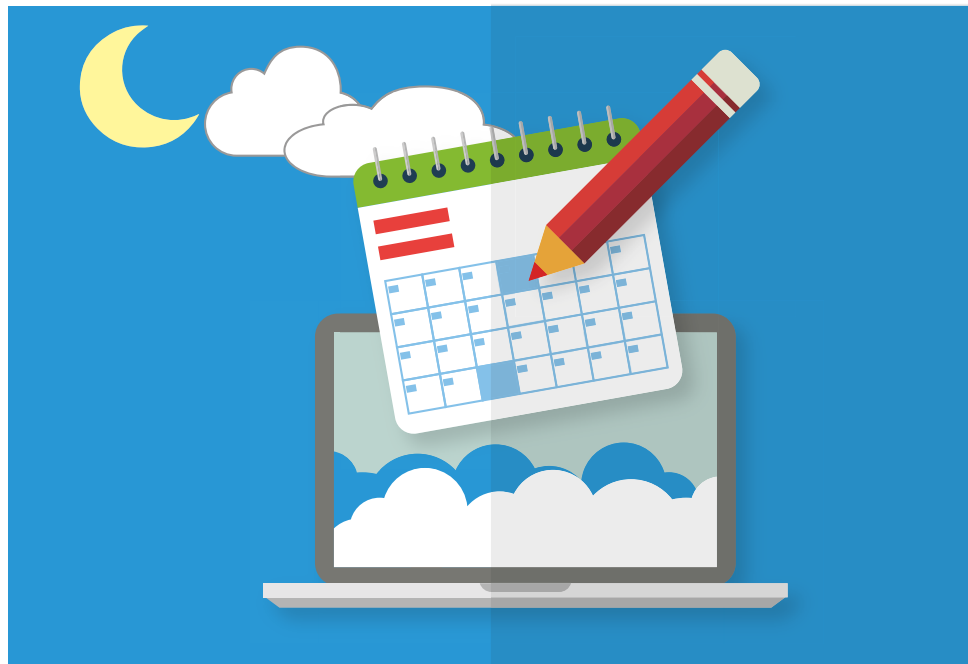
## Delivering distinctive service to clients, every time

### The big challenge: staying ahead of client requests

You know if a client is chasing you, it's not a good sign.

But how many calls do you take each day from clients asking when the hearing is, where the latest version of a document is or when you'll be sending them the contract to sign?

The problem is, it's hard to stay ahead of your clients. It's easy to find yourself on the back foot. Easier to be reactive. Harder to be proactive.



### The Kleos solution that gives you more time

With Kleos, you can deliver an outstanding, proactive service to all your clients. Kleos Connect enables you collaborate with clients in the easiest and most secure way. It just takes one click to share files, bills and messages.

Behind the scenes, Kleos helps too. It can remind you of tasks and deadlines so you're delivering on time. And when the client calls and you're away from the office, Kleos can serve you up the information you need there and then.

## Four ways you can put Kleos to good use in delivering distinctive service

### 1. Collaborate with your clients

Reduce calls and emails with one-click sharing of files, messages and invoices through **Kleos Connect**, your professional and secure client portal that's seamlessly integrated with **Kleos**.

### 2. Stay on top of deadlines

Due dates, priorities and tasks: identify and manage every planned activity. **Kleos** tracks everything and alerts you with reminders for your tasks.

### 3. Manage your time more effectively

Customize your diary to get the daily/weekly/monthly outlook and alerts, and share it with your colleagues. Link everyone's appointments to cases. Everything synchronized with Outlook.

### 4. Give your firm a professional image

With **Kleos'** editor you can create your own customized templates. If you need, you can also access the templates provided by **Kleos**.

## See Kleos in action

### The scenario: providing first-class service to every family, every time

Estelle always strives to put her clients first. As a family lawyer, she's often dealing with very emotional situations. These are the people who are caught in broken marriages. Providing a great service to them is her first priority.

But her volume of work meant she used to fall short of her own high standards.

### The historical problem: too much work used to mean she could only be reactive

Call after call, Estelle was asked by her clients where their case was, where the latest version of the document was and when the hearing was.

Despite all her efforts to stay ahead of what her clients needed, she found she spent so much time answering calls that she couldn't give them the proactive service they deserved.



### The Kleos solution: Kleos Connect

Now Estelle is using Kleos Connect to communicate with all her family clients.

They just have to log on to see real-time updates on their case. They're kept up-to-date every step of the way, which means they're calling Estelle less and they're happier. Their time's not being wasted and they're getting a very professional service.

With one click, Estelle's able to share documents with them. She can see when they've been read. And she does all this knowing that it's safe and secure. All the sensitive information she handles, like wages, alimony and divorce agreements are seen only by the people she authorises.

What's more, the document templates in Kleos give her firm the professional image she's never had the time to put in place.



### *The result: a distinctive service that her clients deserve*

Estelle believes that she's increased referrals from her customers by around 20% thanks to Kleos Connect. It means she's more profitable. But most importantly, every client is getting the service they deserve.

If you are thinking about cloud-based legal practice management software, then it's time to take a look at Kleos! Schedule a demo today:  
[www.kleos.wolterskluwer.com/en/schedule-demo/](http://www.kleos.wolterskluwer.com/en/schedule-demo/)