



Enterprise Legal Management (ELM)

Manage Requests

Software



Streamline Workflow

Increase request visibility and responsiveness for your business. Understand the types and volume of requests to assign higher-value work to the correct legal team.

Achieve peace of mind knowing received requests have been reviewed and assigned.

Law departments and law firms manage both a large volume and a variety of requests. Each request needs review and assignment to the right resource, then tracking, communication and reporting.

Elevate ELM Manage Requests software provides a structured way to collect and manage requests, providing transparency throughout the request lifecycle, including reporting and data insights to increase efficiency.

The Elevate ELM

Software that legal and business professionals actually use.

Manage Requests

Collaborative workspace automatically created

Stakeholders notified of new requests and status changes

Customisable workflows create efficiency with matter requests

How Law Departments Use Manage Requests

- **Business Stakeholders**
Make general legal requests of the law department.
- **In-House Lawyers**
Manage and complete requests.
- **Legal Ops Professionals**
Manage resources and reports.
- **General Counsel**
View portfolio projects and assigned teams.

How Law Firms Use Manage Requests

- **Partners, Lawyers, Paralegals**
Generate requests for a variety of business functions.
- **Legal or Business Operations**
Manage and complete requests.
- **Operations Managers**
Manage resources, portfolio of projects, and reports.
- **Other Business Functions**
Manage alternative workflow requests.

Why select Manage Requests from Elevate?

- **Maximise Resources**
Route requests to the correct resource based on availability, complexity, and workload.
- **Customise Workflows**
Create new workflows that are supported throughout the ELM using low-code/no-code functionality.
- **Receive Notifications**
Notifications and alerts to stay on top of deadlines.
- **Reduce Cycle Time**
Collect the required information for the task with the initial request.
- **Save Time**
Efficiencies of a structured legal request workflow save lawyer time.
- **Schedule Reports**
Schedule standard reports or build-your-own ad hoc reports to deliver insights.
- **Lessen Email Dependency**
Leverage dashboards, reports, alerts, and notifications to reduce email.
- **Provide Transparency**
Communicate and collaborate through a one system portal for any work request.
- **Deliver Insights**
Analyse request trends.
- **Capture Email Requests**
The integration allows the creation of new requests through email and captures all email communication without logging into Manage Requests.