

Product
Sheet

Law League

“Your clients are in the best position to judge how well you’re doing and as a services provider, your staff are your greatest single asset.”

Law League gives you all the client feedback analysis, staff satisfaction rates and demonstration of compliance your firm needs.

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“People don’t buy on price alone so evidencing satisfaction is increasingly important in retaining and developing relationships.”

Amy Hickman
Marketing & Business Development Director
Clarkson Wright & Jakes

“Law League has been instrumental in allowing us to deliver on our business plan.”

Colleen Gostick
Chairman
Buckles Solicitors LLP

What is Law League?

Law League is a sophisticated client satisfaction and staff survey platform that will allow you to benchmark your client feedback results against more than 50 other law firms who are all asking their clients the same questions as you. It gives you 24/7 access to your online surveys providing you with easy-to-view downloadable results.

How it works

Your clients and staff complete your online survey

Participants complete your survey online in just a few minutes. 14 question client survey, 22 question staff survey both with your logo and personalised message. Paper based survey results can be input to centralise results.

You access your results 24/7

The report will give you real time reporting with unlimited surveys for 12 months. The platform provides you with monthly, quarterly & yearly trend analysis and results are viewed online as easy to understand graphics and downloadable PDF files.

You benchmark yourself against other law firms

You are instantly able to benchmark your results against over 50 other law firms allowing you to identify the key areas for your strengths, weaknesses and opportunities. The platform also ensures you can demonstrate compliance with the SRA's Outcome Focused Regulation, The Law Society's Conveyancing Quality Scheme and Lexcel.

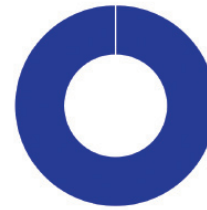
Consolidate and improve your efforts

Easy-to-view survey results can help you:

- Retain current clients and see where and how to attract new ones
- Identify new revenue streams including cross selling opportunities
- Identify how to increase productivity
- Evaluate results through peer group comparison

Recommend Us

Based on your experience, how likely would you be to recommend us to a friend, family member or colleague?



NET PROMOTER SCORE®

100

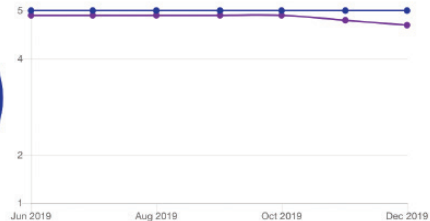
PROMOTERS 100.0%
PASSIVES 0.0%
DETRACTORS 0.0%

Understanding Needs

How satisfied are you that the legal representatives understood your needs?

BENCHMARK AVG: 4.7
YOUR AVG: 5

↑ 6%



6 reasons why to use Law League

1. Understand your key business areas from fee earner performance to staff engagement
2. Identify your strengths, weaknesses and opportunities at a glance
3. See how your results measured against other law firms
4. Easy-to-view survey results to show where you can consolidate and improve your efforts
5. Demonstrates your level of compliance to different bodies and schemes
6. Save time by collating key information in minutes, not hours

Why do you need this platform?

COST - Your time is highly valuable. By using Law League you're saving valuable hours with instant online survey results and benchmarking your client feedback against other law firms to consolidate and improve your performance

SPEED - Clients and staff are able to access your survey quickly and easily online giving you instant results and benchmarking you against more than 50 other law firms

EFFECTIVENESS - The platform is designed to measure client experience, marketing effectiveness, staff satisfaction and compliance giving you results that are displayed as easy-to-view in graphics and downloadable reports

TIME - To save you time, survey questions have been developed in conjunction with law firms and compliance experts to elicit honest, objective feedback

HASSLE - Do you really want to be collating lots of paper survey results? Participants complete your surveys online in just a few minutes so no more collating spreadsheets into Partner reports (paper based survey results can be input to centralise results)

To find out how Law League can help you understand how satisfied your staff and clients are call us on 0117 325 0200