

A photograph of three business professionals in a meeting. A man in a dark suit and tie is in the center, looking towards a woman on the right who is smiling and gesturing with her hands. Another woman is partially visible on the left, looking towards the man. They are in a modern office setting with large windows in the background.

Elevate[®] Archiving for Legal Firms

Preserve, search, and retrieve your communications

ELEVATE + ELEVATE ARCHIVING

Cloud Communication for Legal Firms

In the legal industry, effective and secure communication is vital for the timely exchange of critical information between attorneys, clients, and support staff. Unified communications reduce the chances of miscommunication, delays, and missed opportunities, enabling legal professionals to work more efficiently, make better-informed decisions, and provide prompt and accurate legal services to their clients.

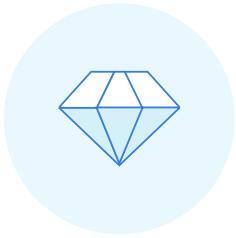
Elevate brings together various communication tools such as voice, chat, SMS, video, and file sharing into a centralized system, helping to fill communication gaps and facilitate seamless collaboration and information flow.

The significance of archiving chat, SMS, and voice communications has become increasingly important in the every-evolving legal landscape. With unified communications technologies like Elevate reshaping the dynamics of attorney-client interactions and an increase in the impact and enforcement of industry regulations, the preservation and management of these digital communications have emerged as a critical priority. Legal firms are recognizing the need to securely store interactions across these communication channels, protecting their practice and enhancing client service. That's where Elevate Archiving can help.



COMPLIANCE AND RISK MANAGEMENT

Archiving can help ensure compliance with industry regulations and internal policies including ECPA, SOX, ABA, and RPC. Elevate Archiving provides retention across chat, SMS, and voice channels for up to 10 years, helping protect your firm from regulatory violations and mitigating other potential risks. Additionally, the legal hold feature provides the ability to preserve specific communications relevant to ongoing or potential legal matters, reducing risk of data loss or corruption. Role-based access control (RBAC) enables granular permissions for authorized personnel who can access and manage archived communications, enhancing data security and privacy.



KNOWLEDGE MANAGEMENT AND CLIENT SERVICE

Your firm's legal professionals can leverage archived communications to gain insights into previous client interactions, understand historical context, and ensure consistency in their advice and services. The ability to access past conversations aids in building stronger client relationships and delivering personalized assistance. Moreover, Elevate Archiving's organization and indexing features enable easy retrieval of relevant information, empowering attorneys to provide prompt and accurate responses to client inquiries. When assembling a virtual or in-person team with diverse specialties, leveraging archiving can facilitate easy access and distribution of information to the appropriate members. The system enables a seamless transition between attorneys, utilizing their knowledge of previous communications to deliver efficient and precise client correspondence.



eDISCOVERY AND LITIGATION SUPPORT

When legal disputes arise, obtaining a comprehensive archive of relevant communications helps in building a stronger case or defending against claims. Elevate Archiving's search and retrieval capabilities allow quick access to specific conversations, enabling attorneys to gather evidence, identify relevant information, and establish timelines. By facilitating powerful contextual search processes, Elevate Archiving can save your firm's time and reduce costs associated with manual data collection and review, bolstering its litigation support capabilities and enhancing client representation. Additionally, archiving can help address internal disputes and resolve "who said what" situations quickly and efficiently through reviewing internal correspondence in its original format.



A SOLUTION YOU CAN TRUST

Elevate Archiving can significantly enhance the way your legal firm leverages its communications. Contact us today to learn more about how Elevate Archiving can help your firm thrive and grow.

QUESTIONS? CONTACT US TODAY!

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