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Lexicon Announces Expansion of Support Services to Complement Practice Management Software Platform

ST. LOUIS (December 15, 2021) — [Lexicon](#), a legal technology and services provider, has expanded the suite of support services it offers to allow law firms to drive greater efficiencies by outsourcing even more functions and managing them through a central dashboard. Whether used independently or paired with Lexicon’s market-leading practice management software platform, these services provide law firms a frictionless point of entry into the advances made possible by the emergence of New Law.

“With all the advances New Law and the pandemic have brought, law firms should not be handling everything in-house that’s not directly related to practicing law,” said Lexicon CEO Dan Cuneo, a former law firm partner himself. “It does not make sense from a financial or efficiency standpoint. That is why we continue to expand our offerings, including support services.”

The [support services](#) now available from Lexicon are:

- **[Facilities Management](#)** — Lexicon finds and manages high-quality work environments for law firms that are professional, efficient and cost effective. This includes site selection, space planning, lease negotiation, finishes and décor selection, and ordering of furniture and fixtures. The company’s procurement team maintains and repairs office space, orders office supplies and services such as beverages, stationery and postage, and supports anything not connected to an IT network.
- **[Information Technology \(IT\)](#)** — The Lexicon Technical Services Center provides fast, reliable end-user computing support, deployment of equipment and IT training. Through various channels such as phone, email and self-service, we provide front-line support when technology issues arise. Offering incident reporting and troubleshooting coupled with request fulfillment, Lexicon is available to help attorneys and staff focus on their work and not on technology. The security team can also advise on protecting data, endpoints, infrastructure and web applications, as well as conduct threat assessments and remediation.
- **[Legal Operations and Training](#)** — We serve as subject matter experts for a firm’s legal staff team and can help optimize training programs, interview processes, the implementation and execution of new policies and procedures and the development and maintenance of performance dashboards.

- **Marketing** — We provide a range of legal marketing services that are informed by our knowledge of ethics and compliance. Utilizing both traditional and digital strategies, we build a law firm's brand and drive leads. This includes website auditing and consulting, social media, email campaign management, graphic design, public/media relations and more.
- **Practice Quality** — We help ensure law firm leaders are meeting client and firm expectations. Our practice quality team manages the development and implementation of optimized business processes. This includes quality standards evaluation and development; designing and deploying client satisfaction surveys; implementing internal scorecards to ensure adherence to case management standards; and identifying continuous improvement opportunities.
- **Recruiting** — The recruiting team manages everything involved with hiring and onboarding both new staff and attorneys, such as recruiting, interviewing, running background checks, including compliance, assessments, offers, negotiations and more. Other offerings include HR consulting and compensation guidance.
- **Virtual Paralegal** — Lexicon offers a highly trained team of virtual paralegals for both short- and long-term engagements. This service is an asset to firms looking for flexibility and efficiency in their staffing. Additional paralegals can be added to work on large, short-term matters, for example, or leveraged in response to rapid growth. A firm can increase or reduce the number of virtual paralegals as business ebbs and flows.
- **Virtual Receptionist** — We enhance prospect and client experience by ensuring a firm's brand is protected through excellent customer service, from that first call. A Lexicon Virtual Receptionist is a real person, answering phone calls professionally and efficiently. They provide callers with basic information, transfer calls and relay messages to designated individuals. Callers hear a customized greeting before being transferred to a Lexicon Virtual Receptionist. When combined with our software platform, Lexicon Virtual Receptionists can also manage client intake directly into the Lexicon platform. Firms can completely outsource their call-taking needs or use Lexicon to manage overflow.

Every Lexicon support service a firm chooses to use is managed through one dashboard that also serves as the hub for a category-leading practice management software. By offering both software and services, firms do not have to devote time to dealing with separate vendors, IT providers and application support. It is all accomplished through Lexicon.

"Firms will only be able to succeed in this new hyper-competitive legal marketplace if they make sensible and strategic decisions about what they do in-house," said Cuneo. "That's why we at Lexicon are committed to taking as much of that burden from firms as possible and doing so in an integrated way."

Cuneo is available for interviews to discuss Lexicon's expanded support services, as well as the practice management software and what the company has planned for 2022 and beyond.

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About Lexicon

Lexicon is a legal software and services company that provides a world-class practice management software suite, enabling attorneys to maximize productive use of their time when working cases. With expertise in marketing for law firms, revenue optimization, billing and collections, support services, and more, Lexicon offers comprehensive support for all legal practice needs. Visit LexiconServices.com for more information.