

How to Make a Smart Choice for Law Firm Experience Management

Let the journey begin...

#ILTACON18 #G040



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Business Goals

Solution Stories

Resources

References

Build v. Buy



Business Goals



Solution Stories



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TRAVEL TIPS



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Start with the end in mind. By focusing on the business problems you want to solve, you will make smarter choices along the way.



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Gain support and collaboration with firm management. Set priorities. Ensure your team has adequate resources for the foreseeable future!