

Insight

## Support and Maintenance of TeamConnect™ Made Easy

Simplify UI to Increase User Adoption

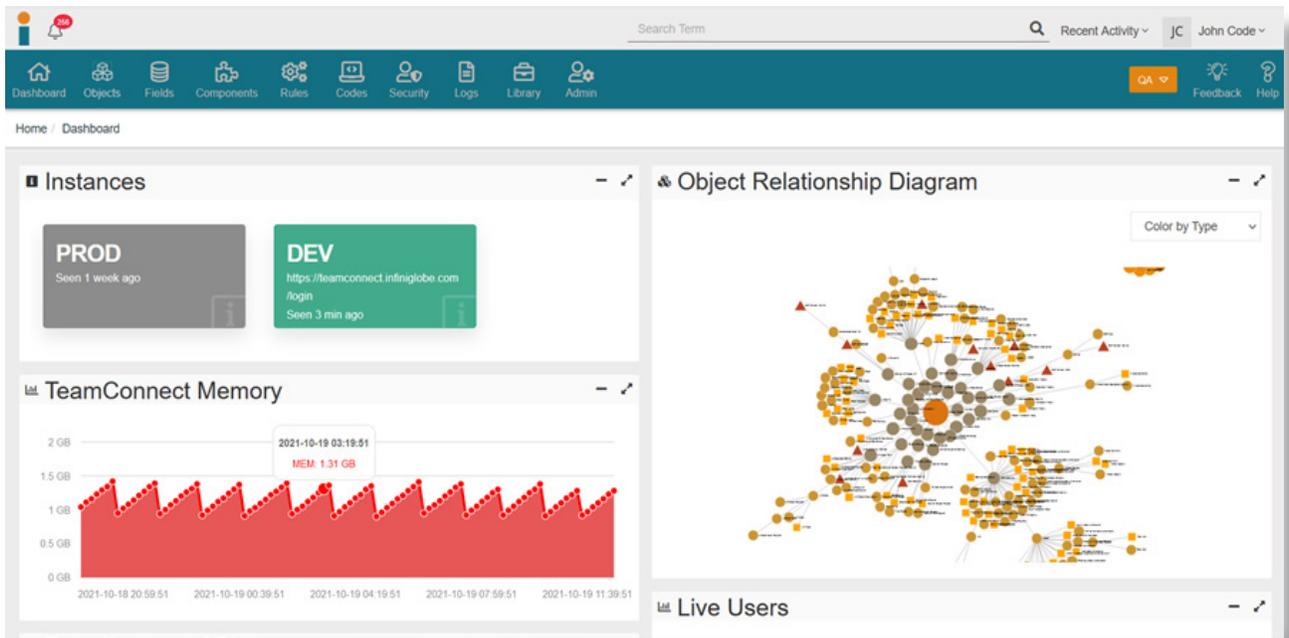
Save on Maintenance Costs by 30%

A Tool for Legal Ops and IT

**IG Insight** is a tool designed to finally give corporate Legal Operations and IT teams a complete, connected, and holistic view of their **TeamConnect™** system customizations, security, usage, performance, and more in a simple and intuitive interface. It pulls intelligent and actionable information about your system, including suggestions on how to reduce and simplify system complexity, increasing user adoption and reducing maintenance costs.



**IG Insight** is the result of 20+ years of experience working closely with legal departments that utilize TeamConnect across matter, e-billing, legal hold, and subpoena processes. It is designed to reduce the time spent and cost of supporting the platform. **IG Insight** helps TeamConnect clients overcome the challenges of system complexities arising from legacy customizations and accumulated data over the years. Users can use **IG Insight** to search for ANY object, field, rule, security group, and even error to pull and review results in a fraction of a second, allowing them to respond quickly and effectively, keeping both management and users happy.



## What It Can Mean For You:

### For Legal Operations Professionals

#### Your Challenge:

Too many fields on the screen, you'd like to simplify.

Need to remove a field or category without breaking the system.

Need to train new users, showing them the current active rules and their purpose.

You've been asked to produce a report that shows who has access to what?

#### Our Solution:

▶ Perform a field usage analysis to see what has been used and how often.

▶ With a quick search and few clicks, see a list of relevant fields and their dependencies.

▶ Pull a list of all of system and custom rules and what they do, with a few easy clicks.

▶ Generate a comprehensive security matrix report in Excel, show user groups and permissions in minutes.

*"We had no idea that there were over 100 custom fields defined in the original design that people rarely use! Thanks guys..."*

**- Business Analyst,  
Major US Energy  
Company**

## For TeamConnect Support or Admins

### Your Challenge:

You receive an unclear and undocumented TeamConnect error.

Need to take away the delete rights from a user but not sure from which security group.

You'd like to see all the changes made in the past to rules, lookup tables, screens, etc.

You need to make sure processes like AP interface are running with no errors.

### Our Solution:

▶ Search for the error message in **IG Insight** and see the rule or screen causing the error.

▶ Use our Security Dependencies research screen before making any changes to the security groups.

▶ Search in Design Changes to see what was changed, when, and by whom.

▶ Ask **IG Insight** to notify you by email if a background process stopped working or generates errors in the log.

*"Love the Global-Search-like search bar you have for **IG Insight!** Works like a charm and saves multiple clicks when I am just looking for a quick answer!"*

- Legal Operations Manager,  
International Oil and  
Gas Company

## For TeamConnect Implementers

### Your Challenge:

Need to view the Object Relationship Diagram, including all objects and their relations.

Changing a field type from text to lookup, but unsure if the field has been used in any existing logic.

Without having the latest version of code, it's difficult to know the logic of customizations.

Need to investigate issues by reading logs and navigating through code.

### Our Solution:

▶ **IG Insight's** ORD visualization gives you a zoomable picture of everything in your TeamConnect with all the details.

▶ Check the custom field cross reference table before making the change to see where the field has been used.

▶ Search across all custom java source code and XML files in a fraction of a second.

▶ Right click on error messages and methods in the log and access all codes, rules, and design components.

*"When coding rules, I always have the **IG Insight** global search open in a separate browser!"*

- TeamConnect Developer,  
Utility Company

## For Corporate IT Teams Supporting the Law Department

### Your Challenge:

Need an under-the-hood view of the system to perform regular maintenance and keep TeamConnect running smoothly in the cloud or on-premises.

Need notifications on integration fails, system errors and outages.

Slow-running system results in need to check resource utilization.

Need numbers on live users and peak hours during the working day for resource planning.

### Our Solution:

▶ Simply select your instance of TeamConnect from the dashboard and see all metrics, like number of live users, CPU utilization, etc.

▶ Configure **IG Insight** notifications to stay ahead of complaints that something is not working.

▶ Monitor TeamConnect's memory, CPU, and disk usage via the dashboard to effectively scale your application.

▶ Easily view the trend of the number of live users throughout the day and monitor system load. Use **IG Insight** analytics to advise on necessary steps to streamline design or find opportunities to save on licenses.

*"IG Insight is an awesome companion tool for our TeamConnect."*

- Legal Operations Manager,  
Fortune 500 Bank

## Subscription Plans\*:

### 1 Basic

- ▶ 1 Instance of TeamConnect
- ▶ 1 User Account
- ▶ Object Relational Diagram
- ▶ Search in Design

\*All our plans are SaaS hosted and based on an annual subscription

### 2 Standard

- ▶ 3 Instances of TeamConnect
- ▶ 5 User Accounts
- ▶ Object Relational Diagram
- ▶ Search in Design
- ▶ Search in Design Changes
- ▶ Search in Codes
- ▶ Search in Logs
- ▶ 1 Year Log Retention (2GB)
- ▶ System Monitoring (CPU, RAM, Users)

### 3 Advanced

- ▶ 6 Instances of TeamConnect
- ▶ 20 User Accounts
- ▶ Object Relational Diagram
- ▶ Search in Design
- ▶ Search in Design Changes
- ▶ Search in Codes
- ▶ Search in Logs
- ▶ 3 Year Log Retention (6GB)
- ▶ System Monitoring (CPU, RAM, Users)
- ▶ Global Search
- ▶ Security Analytics
- ▶ Design Analytics



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**Call us for a demo!** We are happy to consult on your specific challenges and hope to work together to maximize your technology investment.

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