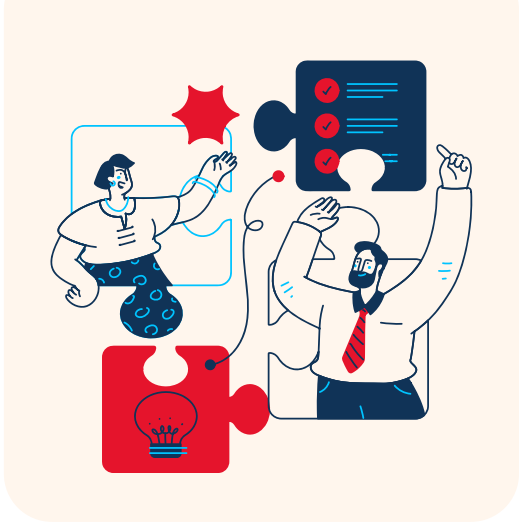**LEGALCONNECT®**

Legal Support Service Software Scorecard for 2025

Choosing the right software is crucial for running an efficient and profitable litigation support business. A poorly designed system can cause delays to pile up, manual processes that slow your team down, and inefficiencies that eat into your bottom line. Use this scorecard to evaluate your software options and select a platform that eliminates bottlenecks, boosts productivity, and drives lasting success.

Scorecard

Instructions: Rate your provider on a scale of 1 to 5, where 1 is "Poor" and 5 is "Excellent." Add your scores—higher totals indicate a stronger provider. The maximum score is 120.

	Criteria	Rating (1-5)
Legal Support Capabilities	**Functionality:** Does the software offer self-service and concierge ordering for eFiling and other legal support services?	
	Other Functionality: Can users search by case, and are file-endorsed copies & proofs of service available in their accounts?	
	Court Approval: Is the software certified for use by the courts where you want to offer eFiling?	
Customer Portal Functionality	**Ease of Use:** Is the portal user friendly and easy to access?	
	Communication Features: Does the portal offer order status updates in real-time?	
	Accuracy Checks: Is the software equipped with error and informational alerts to help ensure documents are complete and correctly formatted?	
	eCommerce: Does the software facilitate electronic payment transactions?	

Operations Portal Functionality	**eFiling Order Management:** Can you view **incoming, executed,** and **in-progress** orders as they move through the system?	
	Service of Process Order Management: Can you view **incoming** orders, **attempts**, and **executed** orders, and remind your servers to provide updates and sign proofs?	
	Due Date Tracking: Does the software display orders due by: On Demand | Due in 2 Hours | Due Today | Due Tomorrow | Overdue	
	See What Your Customers See: Does the software offer a customer account view?	
Scalability and Integration	**Turnkey Solution:** Can the system scale up without additional expenses for hardware, software, or additional users?	
	Law Firm Software Compatibility: Does the software integrate with practice management and document management tools law firms commonly used?	
	API Capability: Does the software offer an application programming interface (API) to tailor system-to-system integrations with law firms, or with your own system?	
Data Security	**Adheres to Highest Industry Standards:** Can the software fulfill the requirements of highly secure, SOC 2 certified infrastructure for data security?	
	Data Encryption: Is all web traffic encrypted with 2048-bit RSA TLS/SSL?	
	Peace of Mind for Law Firm Clients: Does the software restrict access to personally identifiable information (e.g., medical records, SS numbers, etc.)?	
Customer Support Quality	**Responsiveness:** Does the software manufacturer's support team respond promptly to support inquiries?	
	Availability: Can you contact the support team via phone, email, or chat for assistance with any issue (technical and non-technical) during business hours?	
	Problem Solving Expertise: Are there testimonials, reviews, or do you have personal experience that indicates the support team can consistently provide solutions?	
	Initial Training: Is live, one-to-one training available at no cost?	
	Ongoing Support: Is there access to a knowledge base, and are training videos available 24/7?	

Pricing and Value	**Cost Predictability:** Are software costs affordable and consistent?	
	Provides Data Reports and Analytics: Can the software add value by generating meaningful reports and analytics that help manage your business and the businesses of your law firm customers?	

Additional Comments:

Total Score: ___ / 120

Overall Rating (Average): ___ / 5

Time for a Software Upgrade? Let's Talk.

If your current legal support software isn't delivering the flexibility, security, and reliability your business needs, it's time for an upgrade. LegalConnect offers a powerful, all-in-one solution that empowers you to eFile, serve, and manage orders while keeping you connected to your clients in real time. See the difference for yourself; contact us to schedule a demo today.

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