

# Implementation & customer support



LawVu is a cloud-based SaaS product which means there's nothing to install.

## Implementation

Onboarding is simple. We apply a no-nonsense, proven onboarding process, to get you and your legal team live within days, not weeks.

Our objective is to help you begin using LawVu quickly and easily, in order to get you to "first value" as soon as possible.

## Customer support

Once you're live in the product we don't just leave you to it. You'll have a dedicated customer success manager to ensure you continue to maximize the value of the product, as well as receiving 24/7 support.



**“ Having a strong partner relationship with a vendor is just as important as good software, and we have both with LawVu.**

**The implementation of LawVu was fantastic and completed quickly. In particular, the data migration was very good, and completed within the timeframe expected.**

**LawVu works by listening to customers, understanding their needs, and seeking solutions and resolutions. The team is flexible, responsive, and has great communication, which leads to things getting done quickly.**

**Leading up to implementation, LawVu established a plan that met our needs, wrapped the technology around that plan, and was knowledgeable and helpful throughout. During the implementation itself we were kept up-to-date with good and constant communication, and were never left thinking “I wonder how it's going?”**

**Andrew Hay, Head of Operations**  
Legal & Secretariat at The Co-op

