



Frost Brown Todd Selects Intelliteach to Manage Complete Firm Service Desk

Atlanta, GA– February 25, 2010 – Frost Brown Todd LLC, a 950 user, 9 office US law firm, has selected **Intelliteach**, the largest legal-specific service desk company, as its legal service/help desk outsourcing partner. Intelliteach is providing the firm with complete, 24/7 help desk support including web-based ticket tracking and 100% coverage of firm users' "level 1" technical support questions.

Frost Brown Todd first turned its help desk over to Intelliteach in January and since the switch has noticed faster support response times, quicker issue resolution, and a very happy user base. "Intelliteach obviously understands legal and legal help desks, and as a result hit the ground running," said Paul Bromwell, Chief Information Officer, Frost Brown Todd LLC. "We are increasingly focused on leveraging technology and IT resources to help our firm be more competitive and better serve our clients. Our decision to hand-off all "level 1" internal help desk support duties to a reputable vendor such as Intelliteach underscores this strategy. We are not in the help desk business, so why not outsource this to a trusted legal partner so IT can focus more on effectively providing technology tools and services for the practice of law and less on run of the mill problem resolution."

Focus on strategic IT initiatives

Frost Brown Todd's decision to outsource functions such as help desk and facilities management to competent third parties helps the firm focus its in-house resources on strategic projects, practice automation and overall service improvements.

Prior to bringing Intelliteach on board, Frost Brown Todd was periodically faced with staffing issues on the help desk due to the additional support requirements of large scale technology rollouts and merger related firm growth.

"Typically, just at the time when the call load was at the highest level, the resources to handle the calls were moving to lower levels. For example, during large scale software rollouts our help desk staff would also provide related training and therefore be unavailable for the inevitable rise in help desk call loads. Of course we could always bring in outside temporary help, but given the economy that wasn't always possible. The result; we were spending a very high percentage of our resources dealing with these issues instead of focusing on work that was strategic to the firm. Not only is Intelliteach providing 24/7 professional grade law firm help desk services but they are responsible for recruiting new helpdesk staffers as well as handling the additional call load related to the firm's technology rollouts. This leaves our internal IT group focused on helping our attorneys, paralegals and support staff make the best use of our technology," stated Bromwell.

Tracking & measurement

Frost Brown Todd also uses IQTrack, Intelliteach's powerful call tracking system. All calls are entered into the system and tracked until completion, including calls escalated to the in-house staff. Each closed call generates an email to the caller containing a survey asking them to rate their experience.



“With returns on over 25% of the help desk calls, the satisfaction numbers for the first two months of service are very good at 86.5% “excellent”, 11% “good”, 1.5% “fair” and 1.5% “needs improvement”. The reporting system also allows us to analyze our call load in detail and identify opportunities for improvements that will raise the quality of service while reducing the number of calls. The interplay between our in-house staff and Intelliteach leads to continuous improvement. Each escalated call is analyzed by our in-house group to determine if it could be handled by Intelliteach given the necessary information or training. If the answer is yes, we provide the necessary details which are entered into the Intelliteach knowledge base for future reference,” adds Bromwell.

“Intelliteach is 100% focused on law firms so we are able share our knowledge base of over a decade of legal service desk support with firms such as Frost Brown Todd,” said Lance Waagner, President and CEO of Intelliteach and former large law firm CIO. “At the end of the day, it boils down to core competencies- ours is delivering the highest quality of outsourced law firm user tech support. That’s our sole focus and thus enables our clients to provide its users and clients with true strategic support and advice.”

Atlanta-based Intelliteach – which is 100% dedicated to the law firm market - assists with over 50,000 legal software and hardware questions per month and has over 110 dedicated law firm software service desk experts. Intelliteach provides dedicated 24/7 coverage via various service help desk support options including Complete Service Desk Outsourcing, After-Hours Support, and Overflow Support.

For more information, visit www.intelliteach.com.

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About Frost Brown Todd

With over 475 lawyers across mid-America, Frost Brown Todd offers a deep, talented roster of legal professionals covering commercial transactions and real estate; business and corporate law; environmental; intellectual property; labor and employment; litigation; and business succession planning. The firm operates throughout 9 offices in five states including Kentucky, Ohio, Indiana, Tennessee and West Virginia.

About Intelliteach

Intelliteach is a legal specific service desk company that currently supports over 80,000+ law firm users in 20 countries. The Atlanta-based company first started serving the legal community in 1999 and is fully staffed to handle all legal software support questions, as well as first-level networking issues. Intelliteach offers need-based support options including Complete Service Desk Outsourcing (live user support 24/7/365); After-Hours Support (extends the internal law firm service desk with additional coverage at night and on weekends); and Overflow Support (provides call assistance on an as-needed basis.). Intelliteach opened a dedicated London/UK office in December 2009.