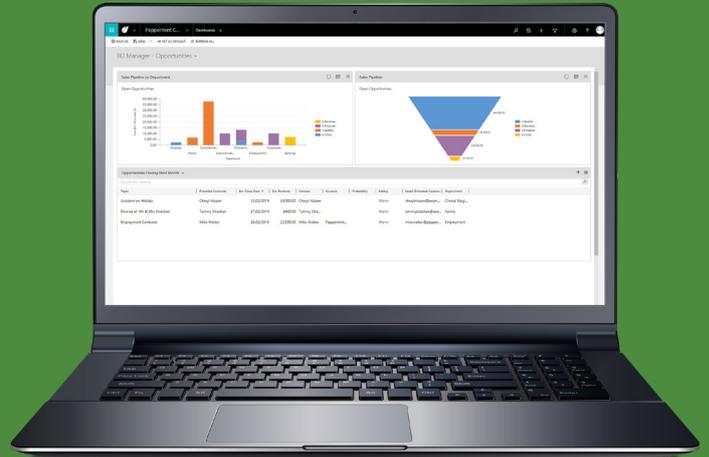


PEPPERMINT CLIENT ENGAGEMENT



A powerful CRM solution designed specifically for the legal sector, delivered through the Microsoft platform, Peppermint Client Engagement helps law firms maximise the value of client relationships.

Providing you with a single view of the client, Peppermint Client Engagement allows you to understand the true value of your relationships.

The solution enables you to personalise client interactions, from individual day-to-day interactions to strategic client engagement planning.

This means high performing law firms can build long-term competitive advantage and drive business growth through client acquisition and, importantly, retention.

Familiar user interface
and integration into
Office 365 drives
user adoption

Support agile working
practices and enable
on-the-go law through
the mobile app

Ease of integration
with a vast range of
applications
including iManage

Have confidence in
the confidentiality,
integrity and
availability of
information through
the cloud



Create a single view of the client

- Unified data from contacts, accounts, opportunities and matters
- Visualise the strength and depth of the firms connections and relationships
- Discover actionable insights that inform decision making



Understand the value of clients and prospects

- Map whitespace to target business development growth opportunities
- Identify opportunities for cross-selling and greater engagement of existing clients
- Prioritise value-add activities to accelerate the business development process



Deliver personalised engagements

- Leverage business intelligence to create personal client engagement plans
- Enhance client engagement through a personalised client portal
- Inform the development of personal & persuasive client proposals



Improve client retention and growth

- Create deeper, multi-level relationships with your clients
- Develop innovative online self-service experience for your clients
- Build an enterprise wide client retention plan recognising the lifetime value of the client



Provide business agility, visibility and control

- Transform your business processes at pace
- Enable the firm to own and drive client relationships
- Improve your ability to manage data integrity and reduce inaccuracies

