

## INVOLVE IMPROVE INNOVATE®

Miller Thomson I<sup>3</sup> is our commitment to *Involve Improve Innovate*. The goals of Miller Thomson I<sup>3</sup> are stronger communication, better matter management and greater efficiency. Miller Thomson I<sup>3</sup> consists of a suite of tools to reach these goals, including legal project management, legal innovation and practice improvement and legal outsourcing.

## Involve

Communication is a recurring theme in Miller Thomson I<sup>3</sup> and critical to our goal of building a long-term relationship with our clients as a trusted advisor. Miller Thomson I<sup>3</sup> is our commitment to you:

• Value for money

- High quality legal work
- Timely communication

- Understand your business and industry
- Full transparency
- Exceptional client service

## Improve

When we work with our clients to implement our legal project management (LPM) program it improves the delivery of legal services, strengthens client relationships and ensures we exceed client expectations.

## COMMUNICATION

1. INITIATE	2. PLAN	3. MANAGE	4. SHARE	5. LEARN
We meet with you to identify your business and legal needs, your definition of success and your expectations in terms of time, scope, cost and risk tolerance.	The legal team works collaboratively with you to develop a matter plan and budget using custom LPM tools.	We use the matter plan to guide our work. When changes to the matter plan are needed, they must be well-defined and agreed upon by you before we proceed.	Regular updates ensure you and the legal team are apprised of progress on the matter and any impacting changes, avoiding any surprises.	We close each matter with an after action review with the client to identify what went well and what we can do better as a team.

## Innovate



#### ALTERNATIVE FEE ARRANGEMENTS

We have a strong track record of providing alternatives to traditional hourly fee billing. We can design tailored risk-sharing pricing models with our clients to enhance our value proposition.

#### INNOVATION AND PRACTICE IMPROVEMENT

We connect our lawyers to key precedents, knowledge tools and other technology that drive efficiencies.

# ON SHORE' LEGAL

Our pricing philosophy is to delegate work to the right resource within our offices. With 12 offices across Canada, we can direct work to lower cost centres, where appropriate, to be cost efficient.

#### For more information on Miller Thomson I3, we invite you to contact:

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