Miller Thomson I³ is our commitment to *Involve Improve Innovate*. The goals of Miller Thomson I³ are stronger communication, better matter management and greater efficiency. Miller Thomson I³ consists of a suite of tools to reach these goals, including legal project management, legal process improvement and legal outsourcing.

INVOLVE

Communication is a recurring theme in Miller Thomson I3 and critical to our goal of building a long-term relationship with our clients as a trusted advisor. Miller Thomson I3 is our commitment to you:

- High quality legal work Timely communication Understand your business and industry
 - · Value for money · 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

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.

2. PLAN

The legal team works collaboratively with you to develop a matter plan and budget using custom LPM tools.

3. MANAGE

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.

4. SHARE

Regular updates ensure you and the legal team are apprised of progress on the matter and any impacting changes, avoiding any surprises.

5. LEARN

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.



LEGAL PROCESS IMPROVEMENT

Our legal process maps (Knowledge Trees) guide our team through legal matters from beginning to end and link to key precedents, tacit knowledge and other technology and knowledge tools that drive efficiencies.



'ON SHORE' LEGAL OUTSOURCING

Our pricing philosophy is to delegate work to the right resource within our offices. With 11 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:

Elizabeth Hutchison