



ELEVATE YOUR LAW PRACTICE WITH WORLD-CLASS HELP DESK SUPPORT

K2 Services provides comprehensive Help Desk support for law firms, with 24/7 availability from legal IT experts. K2 is the partner of choice for over 150 law firms around the globe. From Total Care solutions that allow K2 to provide all of your IT needs to 24/7 Help Desk access to application management, our end-to-end services meet you where you are.

We understand that the success of your law practice hinges on seamless technology integration and uninterrupted workflow. Our comprehensive Help Desk support for law firms goes beyond conventional IT assistance. We offer prompt, knowledgeable assistance customized to your needs and environment. Our deep expertise in legal applications and workflows delivers elevated support.

With us, you don't have to be a large firm to enjoy the benefits of enterprise-grade service. Exactly what does enterprise-grade service look like?

ENTERPRISE-GRADE SERVICE:

- 24/7 live support
- Over 300 agents ready to deliver a world-class customer service experience
- ServiceNow ITSM at better than market pricing and development
- Extensive knowledge of vertical software solutions and services, such as word processing, time and billing, document management and more
- Service levels to give you peace of mind that your users are receiving the support they need, anytime, from anywhere

Custom-Configured for Your Firm

We customize our Help Desk solutions for each client's unique needs and existing systems. Whether you need 24/7 support, after-hours coverage or staff augmentation, we configure services and platforms to integrate seamlessly into your workflows.

Lower Costs, Better Workflow and Trusted Support

Partnering with K2 Services for Help Desk support allows your firm to reduce costs related to infrastructure, staffing, HR and more. Our experts improve efficiency with first call resolution exceeding 80% and response times beating industry benchmarks. We scale intelligently as your needs evolve. This means you can have a Help Desk your firm can trust!

What's more, we guarantee our service through service-level agreements. Not all providers can offer this to small and midsize firms – but K2 can and does.

The numbers show the effectiveness of our SLAs:

- First Call Resolution – 80% or better
- Telephone Answer Time – 90% of all calls in less than 30 seconds
- Email Answer Time – 90% of all emails in less than 15 minutes
- Telephone Abandon Rate – 4% or less
- Customer Satisfaction – 95% or better



Optimized for Legal with ServiceNow

We optimize leading platforms like ServiceNow specifically for legal workflows.

We selected ServiceNow as our platform of choice because of its unique capabilities in capturing and visualizing the complex legal IT landscape. ServiceNow gives firms a comprehensive, single pane of glass view into their entire technology stack and workflows.

As a managed service provider focused on the legal industry, our goal is to make ServiceNow's powerful functionality more accessible and affordable for midsize law firms. We optimize ServiceNow specifically for legal IT environments and workflows, providing midsize firms the same enterprise-level platform leveraged by large law firms at a scalable price point.

K2 Services' optimized solutions provide legal firms with actionable insights, increased productivity and an IT foundation primed for growth.

Elevate your law practice with K2's expert Help Desk support. Contact us today.

Our Commitment

We are dedicated to empowering legal firms with modernized technology platforms and elevated operational support, ensuring seamless transitions to managed services and maintaining a high standard of security. Our industry expertise, coupled with a user-centric approach, positions us as a leader in legal technology services to allow you to excel in what you do best.

A Client-Centric Approach

Partner with K2 Services for comprehensive, customized IT services. Our broad expertise and extensive partner network enable us to craft solutions specifically tailored to your firm's unique needs and goals.

At K2 Services, our dedicated experts possess unmatched knowledge of the legal industry, technology platforms and enterprise applications. We work seamlessly as an extension of your team, empowering your professionals to focus on delivering exceptional client service and supporting your firm's strategic initiatives. Your satisfaction and partnership experience are our utmost priority, guiding every solution we provide.

Let K2's expert services, valuable insights and standards-based operational practices power your mission-critical technology systems. Our expertise in modern infrastructure, security and cloud platforms ensures your firm confidently leverages the latest technological advancements primed to scale and meet your needs.

