

Evolving Client Services at TDS Law

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TDS is committed to being innovative and progressive. As part of our client-focused commitment, we continue to evolve and invest in our technology, our people and our services.

Today, we would like to share with you some of our recent innovations and client service investments in new technology.

New Responsive Website

Over the past 18-24 months, we have noticed a significant increase in mobile devices viewing our website. In February of this year, TDS Law became the first Manitoba law firm to launch a fully responsive, socially integrated website. Responsive technology allows our website to conform to the device on which it is being viewed, whether a desktop computer, a tablet or a smart phone.

Our socially integrated website makes content sharing quick and easy. Every page on our site can be shared on **Facebook**, **Twitter**, **LinkedIn** or **Google+**.

The search function of our website has been redesigned to take advantage of Google's powerful search technology, making it easier than ever to find content or people on our website.

We also know that our clients occasionally work directly with Legal Assistants and Paralegals. To make it easier for our clients to contact our staff, all Legal Assistants, Paralegals and administrative staff are now listed on our website.

Toll-Free Phone Number

Clients of TDS are located throughout Manitoba, across Canada and internationally. In March of 2013, we initiated a pilot project for our toll-free number, 1-855-4-TDS-Law (1-855-483-7529). In April, we officially launched the toll-free number. Using our toll-free



service, clients all over North America can reach any of our five Manitoba offices (Winnipeg, Portage La Prairie, Gladstone, MacGregor and Steinbach) using a simple menu system.

We encourage our out-of-town clients to use this new number to reach us. All existing office and direct personnel telephone numbers will remain the same.

Private Cloud Sharing Service

Recently, there has been growing concern as to the security of information stored on public cloud services, such as Dropbox or Google Drive. In 2012, we launched a small trial of our Tempo service - a private cloud sharing platform.

Tempo is hosted internally at our firm, ensuring the safety and security of our clients' documents. Tempo works like public cloud services such as Dropbox or Google Drive, making clients' shared documents available on a desktop PC or Mac, through smart phones or through any web browser.

Video Conferencing

In 2011, we launched our first high-definition video conferencing system in our Winnipeg office. We are pleased to announce that a second video conferencing system has been installed in our Christianson TDS office in Portage la Prairie allowing our rural clients and lawyers to efficiently and effectively communicate with the Winnipeg office.

As our firm continues to evolve and grow, our clients will always be top of mind. We value the feedback we receive from our clients and look forward to a mutually successful future together. If you have any feedback on existing legal services, or suggestions on new services that you would like to see us offer, please email our Director of Client Relations, **Mark Howe**, at mhowe@tdslaw.com.

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