

About Sightline Care

One-stop, comprehensive service & support to drive modern, end-to-end legal workflows with Sightline by Consilio

- Be backed by award-winning client experience trusted by enterprise corporations & law firms
- Enable your team to do your best discovery work with robust training and support resources available 24/7/365
- Scale to meet the challenges of today and tomorrow with end-to-end extended services at competitive rates
- Be informed on the latest best practices with complimentary access to the Consilio Advanced Learning Institute

70+

Regions with Consilio Presence Spanning 11 Countries

65+

Forensics and Security Certifications

23K+

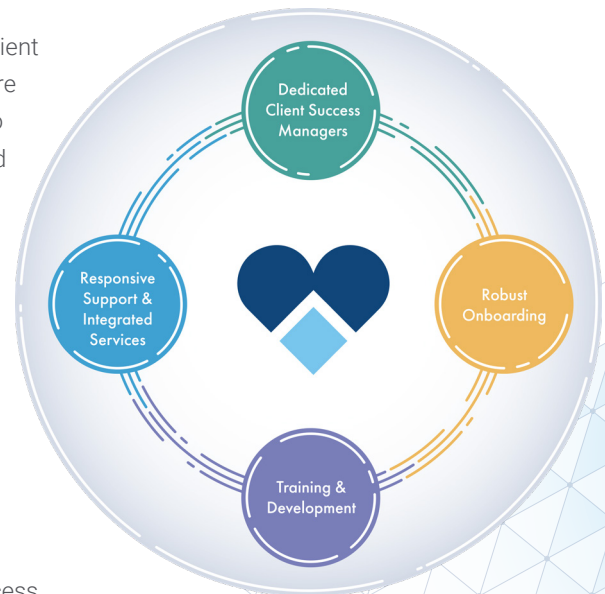
Customer Support Requests Managed per Month

12K+

Matters Currently Hosted Globally

Award-Winning Sightline Care is Here for You

Help when you need it. From onboarding as a client to equipping your team for success, Sightline Care brings a wealth of support and service options to help you get the most from your experience. And for the times when things don't go as planned, our concierge level support teams, are here to help you, rain or shine, day or night. That is just part of the Sightline by Consilio difference.



Key Program Features

Dedicated Client Success Managers

From onboarding and training through everyday operations in Sightline, your dedicated Client Success Manager is here to help you be more efficient and maximize your Sightline investment.

Robust Onboarding

Even with a low learning curve, we know first impressions matter. That's why we ensure your team has access to a robust onboarding experience to help you achieve productivity quickly and easily.

Training & Development

With Sightline by Consilio, you can choose the training & development approach that suits your team's need. Our comprehensive online portal, sightlinecentral.com offers self-service product guides, release notes and articles written by experts to help you get the most out of your experience. For a more hands-on approach, your dedicated Client Success Manager can set you up with orientation programs or spot trainings to give your team a boost.

Seamlessly Integrated Extended Support Services

Support flexibility & infrastructure to match your needs. Whether you choose a self-service or full-service support model, or a hybrid of the two, you will enjoy full access and support by our global experts. With over 70 regions with Consilio presence, our team of project managers, data technical specialists, review teams, analytics experts and consultants help support you with service that is second to none.

 Leader WINTER 2023	 Momentum Leader WINTER 2022	 Best Support SPRING 2022
 High Performer SUMMER 2021	 Users Love Us	 Best Support Mid-Market WINTER 2023



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