



Internal Communications

Communications Timeline

8 emails - timing set with your Implementation Specialist

2026

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Communications Timeline — All 8 Emails at a Glance

| # | Timing | Email Subject | From | To | Purpose |
|----|--------|--|------------------------------------|--------------------------|---|
| 01 | Week X | Introducing Nexl | Managing Partner / Firm Leadership | All Staff | First announcement — frame Nexl as a strategic BD investment, not a tech change. |
| 02 | Week X | Meet Your Nexl Implementation Team | Implementation Lead | Core Implementation Team | Formally kick off the project, introduce the CS team, and outline the Activation Phase. |
| 03 | Week X | You're Invited: Nexl Pilot Program | Implementation Lead | Pilot Group | Onboard early adopters, prompt first logins, and set expectations for training. |
| 04 | Week X | Nexl is Live - Join Our Kickoff! | Managing Partner / Firm Leadership | All Staff | Celebrate launch, invite all staff to the Kickoff event, and activate accounts firm-wide. |
| 05 | Week X | Getting Started with Nexl - FAQs | Implementation Lead | All Staff | Address common questions post-training, share Help Center links, and drive self-service. |
| 06 | Week X | Did You Know? Nexl Lives in Outlook | Implementation Lead | All Staff | Highlight the Outlook Add-In — the fastest way to demonstrate immediate daily value. |
| 07 | Week X | Uncover Your Firm's Relationship Network | Implementation Lead | All Staff | Drive deeper adoption of Who Knows Who, Activity Feed, and Notes. |
| 08 | Week X | Keep Learning - Your Nexl Resources | Implementation Lead | All Staff | Wrap up the initial rollout; point to live support, e-learning, and the Help Center. |

Emails 01 and 04 should be sent by Managing Partner or Firm Leadership for maximum firm-wide impact. All other emails from the Implementation Lead. Replace [WEEK X] with the actual dates agreed with your Implementation Specialist. Placeholder text in [BRACKETS] — customize per firm before sending. Full body copy in the Nexl Internal Comms: Email Templates deck.

Refer to the full Email Templates deck for body copy.



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Nexl is a leading provider of innovative legal technology solutions aimed at creating efficiencies, accelerating growth and providing data-driven insights that drive smart decision making. We offer scalable solutions for law firms of all shapes and sizes. Founded by legal professionals with vast experience working within legal firms, Nexl grew out of a desire to fundamentally change the way that legal firms grow and engage with internal and external stakeholders. The existing way of managing these relationships doesn't work. Today, we're driving the delivery of smart, innovative and technology-driven services to clients worldwide. Smart, insight-driven solutions underpin Nexl's purpose. Drawing from our own practical experience working within the professional services industry, our purpose is to develop and deliver technology solutions that will drive positive change in how law firms manage their client relationships and grow their practice.

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