

Implementation Services

Perhaps LexisNexis Visualfiles's single greatest strength is its approach to implementing solutions for its clients. LexisNexis Visualfiles has a talented and experienced Project Management and Consultancy team who follow a detailed and comprehensive approach to system implementation.

This approach incorporates Project Management, Business Analysis, Consultancy and Training. LexisNexis Visualfiles's strength in this area coupled with its products provide a unique level of service to its clients.

At LexisNexis Visualfiles, whilst product is important, it is service and in particular attitude towards its customers that really makes the difference once the software is installed. In order to ensure that it maintains its high level of service, a customer satisfaction survey is administered annually, enabling clients not only to rate the service provided but also to input ideas into the improvement of products and services. In addition to this, at the end of each installation, a contract review is carried out, which looks at the performance of the company throughout the project and ensures that any outstanding items are dealt with rapidly.

Implementation Methodology

LexisNexis Visualfiles has a highly structured approach to Implementation, embracing Prince2 principles and combining detailed Business Analysis, Project Management, Consultancy and Training.

The need for Project Management

In order to understand the need for project management, it is important to understand why projects fail. Projects, of all types and sizes, often fail to: -

- Establish that there are good business reasons for undertaking the work
- Keep the final client consulted and involved at every step
- Identify the required end-products in sufficient detail
- Define how satisfactory completion of each project will be measured
- Identify and control all the necessary activities
- Accurately estimate the effort required for an activity
- Make allowance for work interruptions and non-project activities

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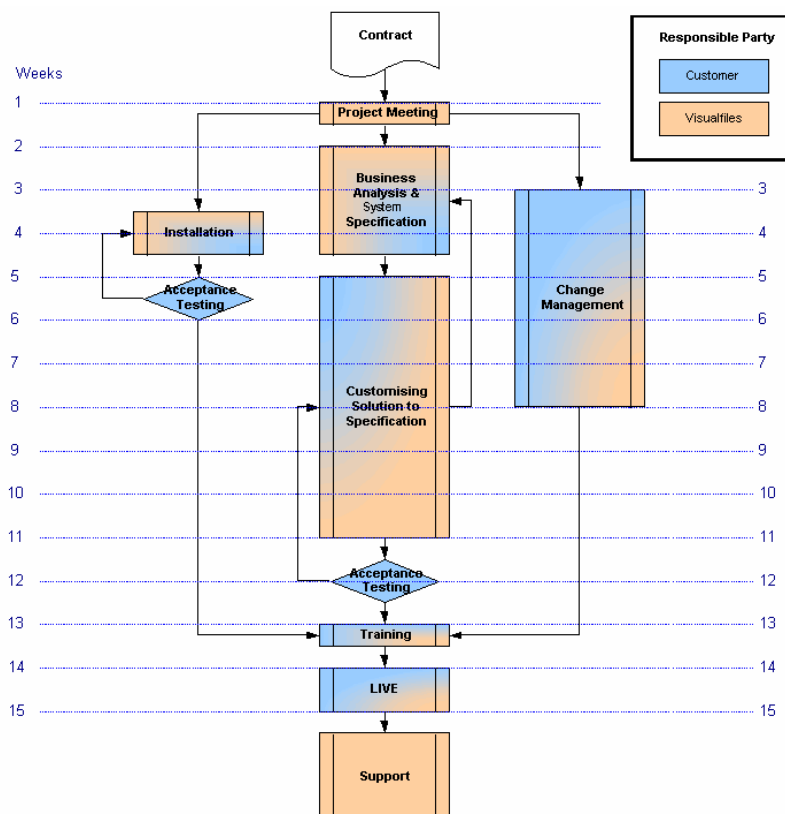


- Leave any allowance for poor estimating or things going wrong
- Control the many changes to requirements which will occur

All projects are judged to be successful if, on completion, they are on schedule, within budget, functionally complete as defined by the user and of suitable quality. Achieving these goals without proper controls is remote. Project Management is therefore the most essential element of any project.

Many of LexisNexis Visualfiles's clients have viewed project management as an unnecessary overhead. Without exception, these clients have discovered that, apart from increased business risks, it costs additional money, effort and time to recover from the realities of a poorly organised and managed project.

Typical project cycle and involvement are shown below:



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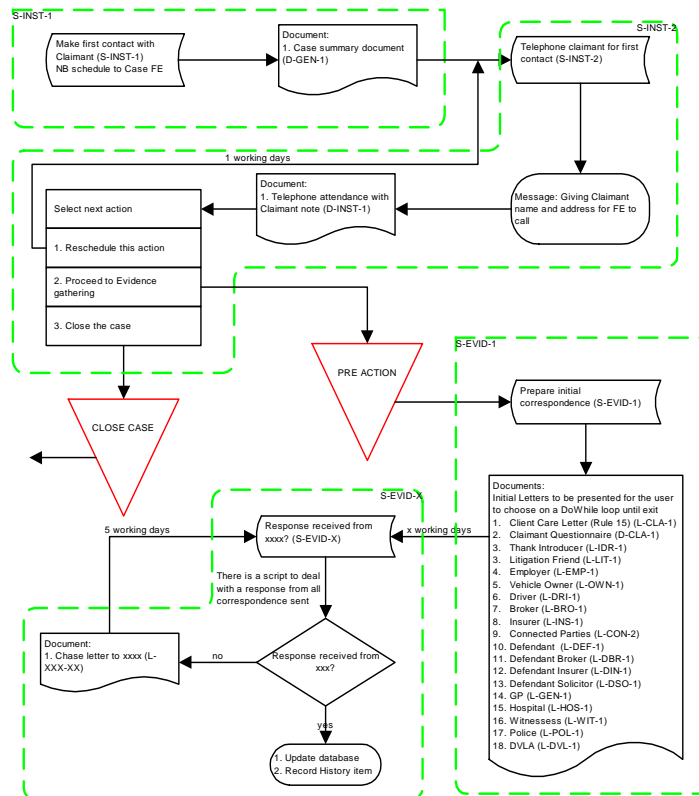
Business Analysis

In conjunction with key personnel in the organisation, LexisNexis Visualfiles works with clients to document the "workflow" of the specific file type. From this a complete specification for the file type is produced that will consist of:

- List of screens needed with the fields required on each
- List of documents identified for the application and a suggested Agenda structure
- Detailed flow chart

This level of detail will enable the development of the file type to be properly planned and accurate time estimates made for each stage of development. The specification document will also serve as a permanent record of the application and used for future maintenance or development.

Figure 2 - Sample Extract from Business Analysis Workflow



An Example Database Screen Plan from Business Analysis

Screen Name	Field Name	Description	Field Type
ACL		Additional Client Details	
	ACL01	Client name	Pointer (CL01)
	ACL02	Telephone	Pointer (CL11)
	ACL03	Mobile phone no	Text
	ACL04	Email	Text
	ACL05	Correspond by email	Text (select...,yes, no)
	ACL07	Last correspondence out	Notes
	ACL08	Correspondence type	Text (select...,email,fax,letter)
	ACL09	Correspondence date	Date
	ACL10	Last correspondence in	Notes
	ACL11	Correspondence type	Text(select...,email,fax,letter)
	ACL12	Correspondence date	Date

An Example Document Specification from Business Analysis

DOCUMENT/ SCRIPT NAME	DESCRIPTION
GENERAL AGENDA	
S-INST-1	Schedule action/appointment or produce doc/email
General Agenda>Top and Tail Letters	
S-GEN-21	Top & Tail Letter to Additional Party
S-GEN-22	Top & Tail Letter to Client
S-GEN-23	Top & Tail Letter to Court
S-GEN-24	Top & Tail Letter to Introducer
S-GEN-25	Top & Tail Letter to Other Party

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S-GEN-26	Top & Tail Letter to Other Party Solicitor
General Agenda>Emails	
S-GEN-9	Email to Additional Party
S-GEN10	Email to Client
S-GEN-11	Email to Court
S-GEN-12	Email to Introducer
S-GEN-13	Email to Other Party
S-GEN-14	Email to Other Party Solicitor

Project Management

The project will be managed in accordance with LexisNexis Visualfiles's standard methodology and management processes which are based on PRINCE2, with specific emphasis on the key features of:

- Business justification
- Defined organisation for the project management team
- Product based planning
- Division into manageable and controllable stages
- Flexibility
- Measurability

At the commencement of each project a Project Initiation Document (PID) is forwarded to the client project manager. The PID is completed by the client as far as possible prior to the kick-off project meeting. The PID allows LexisNexis Visualfiles to identify key project information such as, but not limited to:-

- Identification of the key personnel within the project
- Recognition of the aims and end results of the project
- Control the various tasks and responsibilities within the project, for all parties involved
- Investigation of risks associated with the project
- Monitoring and control of the plans for the project

The allocated project manager will initially be responsible for the setting up and running of the initial project meeting to review the PID and following this will be responsible for the creation of the project plan. The plan will detail all

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On an ongoing basis the LexisNexis Visualfiles Project Manager will be responsible for assigning/delegating tasks within the project to individuals (both internal and external) as required, ensuring these individuals have the required skills, knowledge, and/or training to complete their assigned tasks. The project manager will also coordinate the installation of Visualfiles on the client site by LexisNexis Visualfiles Installation personnel; ensuring the installation is tested and approved by the client.

Throughout the project the Project Manager will monitor the performance of system administrators, ensuring they are provided with appropriate direction and on-the-job training.

System administrators will be provided with a development plan to follow in measurable stages, in accordance with the system specification.

The project manager will ensure the client receives as much support as possible throughout the project by holding regular meeting throughout the life of the project and closely monitoring the budget and the schedule.

Consultancy

Consultancy at LexisNexis Visualfiles takes various forms but in all its forms it provides advice, help and a transfer of skills from Visualfiles staff to its clients.

A guiding principle is that future development of its software should be possible without the need for input from its consultants. The skills transfer process and the user friendly nature of the products allows its clients to cater to the changing demands of their business with full in-house control of the case management system.

Typically in a new project consultancy will start immediately after the client has been on the Developer's Training Course. It will take the form of regular visits, typically one per week, whereby the LexisNexis Visualfiles developer tailors the application to suit the requirement of the client in accordance with the agreed specification. These visits will go through the life of the project until after going live.

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As well as reinforcing and extending their knowledge of Visualfiles and how it works advice is given on the best approach to problems and examples of how other applications have been set up.

In addition consultancy can be provided for other tasks such as getting the most out of reporting, setting up online applications or training staff.

LexisNexis Visualfiles can also provide Consultancy on Managing Change and assistance with getting the most out of any project and the people involved in it.

Training

Good training is essential to good work performance. However, at LexisNexis Visualfiles training means more than that. It means pushing its software to the limit and reaping the rewards.

Flexibility is the key to LexisNexis Visualfiles's software, with any number of possibilities for refining and enhancing the system. Those changes add efficiency, reduce the need for extra staff to handle more files and therefore increase profitability. Clients who continually improve their systems and offer more innovative solutions ensure better service for their existing clients and indeed new clients.

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