

LexisNexis to Automate Debt Recovery Processes at Arrow Global

Visualfiles to deliver centralised legal debt recovery system, enable operational efficiencies and facilitate increase in collections

London, 12 May 2009 – LexisNexis, a leading provider of Practice & Productivity Management solutions, announces that Arrow Global, one of the largest consumer debt buyers in the UK, is deploying Visualfiles, its case management system, to create an in-house, centralised debt recovery system. This new system will enable Arrow Global to automate its litigation-related recovery processes, achieve significant operational efficiencies and facilitate a likely increase in debt collections.

Arrow Global chose Visualfiles for its flexibility, automation capabilities and customisability to meet the organisation's specific business needs, today and in the future. For instance, the inherent flexibility within Visualfiles will enable Arrow to adapt internal workflows in response to market changes such as legislation and business practices.

The automated system will simplify complex and time consuming litigation processes, provide failsafe checks to ensure important deadlines are not overlooked and offer supervisors complete control over workflows across teams.

Ged O'Neill, Director, Arrow Global, commented, "We spent a lot of time reviewing the different case management systems available in the market. When we first looked at Visualfiles, we realised that we had found what we were looking for. The combination of running Visualfiles in-house and the inherent automation capabilities of the case management system mean that we will now be able to optimise our case-handler to case ratio."

Tim Cheadle, UK General Manager, LexisNexis Practice & Productivity Management, added, "Visualfiles is perfect for high volume case work. It automates the repetitive, but crucial business processes, and at the same time offers customers the flexibility to respond quickly to changes in business practices. User organisations can build, develop and maintain workflow environments that are unique to them, ensuring company-wide uniformity and familiarity of processes. This in turn facilitates increased levels of efficiency and productivity, imperative for any business, and a key reason for the product's success in the market.



“We are continuously making improvements to our Visualfiles platform, incorporating new features and developing add-ons to deliver further agility to our customers.”

Ends.

About LexisNexis

In the UK, LexisNexis® (www.lexisnexis.co.uk) is a leading provider of information and business solutions to the legal, accountancy, corporate, risk and public sectors. As the leading provider of Practice & Productivity Management solutions the company works with customers to drive productive, efficient and reliable decisions. Its services include Visualfiles® (www.visualfiles.com) - recognised for its innovation by the Queen’s Award for Enterprise - and Axxia® (www.axxia.com) next generation, fully-integrated business process management software. The company has over 1,000 employees in the UK.

In the US, LexisNexis (www.lexisnexis.com) is a leading global provider of content-enabled workflow solutions designed specifically for professionals in the legal, risk management, corporate, government, law enforcement, accounting and academic markets. LexisNexis originally pioneered online information with its *Lexis*® and *Nexis*® services. A member of Reed Elsevier [NYSE: ENL; NYSE: RUK] (www.reedelsevier.com), LexisNexis serves customers in more than 100 countries with 18,000 employees worldwide.

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