

LexisNexis Visualfiles strengthens foothold in public sector with four new customer implementations

Local government legal departments streamline business processes, increase productivity and business efficiency, to deliver enhanced customer service

London, UK, 14th April 2008 – LexisNexis Visualfiles, the leading provider of case and matter management systems for the legal profession, today announces that it has successfully completed four new implementations at local UK government authorities including Metropolitan Borough of Bury, Essex County Council, Hounslow Borough Council and Portsmouth City Council.

These Visualfiles implementations have automated and streamlined business processes of legal departments within these local government bodies, ensuring best practice and delivering increased productivity, business efficiency, improved information management and most importantly, enhanced customer service to its constituents.

Dan Marshall LexisNexis Operations Director ECLA Practice, commented, “We are seeing a lot of traction for Visualfiles in the public sector. Given the e-government drive along with the scope, volume and complexity of legal case areas local government bodies have to deal with, automation of business processes is now indispensable. This will allow them to be more customer-focused and more able to adapt to an ever-changing business environment. Aligning IT with business services is therefore a pre-requisite. Visualfiles fits the bill – it is based on our deep knowledge of the challenges faced by both the legal and government sectors.”

Today, LexisNexis Visualfiles has over 43 local and central government customers in the UK. For the public sector, Visualfiles comprises two solutions – Case Management, designed to enable effective management of high volume of legal cases; and Matter Management (M2), designed to support case workers managing smaller, but more complex case loads.

The Metropolitan Borough of Bury chose Visualfiles Case Management solution based on its ease of use, flexibility and configurability. With a legal department of just 35 professionals responsible for more than 16 case areas, Visualfiles has enabled the department to meet its internal and external service standards. For example, the department is now able to send initial documentation to clients within two days of a case opening, and start work on the case within days. Currently, the department has over 6000 live legal cases on its system.

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The deployment of Visualfiles Case Management solution has completely transformed Portsmouth City Council's legal department of 35, from a labour-intensive, paper-based system to a standardised, automated and Lexcel-compliant business process environment, freeing up valuable time of fee earners to concentrate on the more complex legal issues.

"M2 from LexisNexis Visualfiles will not only deliver a comprehensive matter management system that will allow for a significant increase in process efficiency, compliance and productivity, but it also offers the potential for the council to develop new areas of the business, generating revenue and building on existing expertise." Colin Toovey, Job Title, Portsmouth City Council

There is underlying agreement between the councils that as a case management system, Visualfiles delivers considerable time savings, efficiency gains and regulatory compliance through powerful Microsoft Outlook integration, time and management reporting capabilities and flexible workflow functionality. Dan Marshall LexisNexis Operations Director ECLA Practice continued "We are committed to the local government sector and are focused on creating a community of local government bodies and centre's of excellence for case management best practice. We want to provide an environment for councils to come together to share ideas, experiences, ultimately ensuring they get the most out of their investments whilst receiving the best possible support, service and technology."

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