

UK's Largest Teachers' Union Selects LexisNexis To Standardise Casework Management Across 12 Centres

*Visualfiles to standardise procedures Union-wide;
deliver productivity and efficiency gains*

London, 29 April 2009 – LexisNexis, the leading provider of Practice and Productivity Management solutions, has announced that the National Association of Schoolmasters Union of Women Teachers (NASUWT) has selected LexisNexis Visualfiles® as its case management solution of choice. It will be deployed across the Union in its central legal team and 12 centres in England, Northern Ireland, Scotland and Wales. The NASUWT is the largest teachers' union in the UK providing legal and professional services to its members.

Upon implementation, Visualfiles will provide NASUWT with complete visibility of all the cases and legal matters it deals with on behalf of its members. Typically, the Union handles in excess of 20,000 member enquiries, of which more than 2,500 become formal cases requiring representation to employers, the General Teacher's Council and Employment Tribunals.

The NASUWT chose industry-recognised Visualfiles based on the solution's proven track record in similar business environments, simple integration with its Membership Database, ease of use for case workers and the legal team, and the expertise of the LexisNexis staff. Further, Visualfiles offers the Union the ability to customise and extend the scope of the solution in response to changing business requirements in the future.

Mary Howard, Assistant General Secretary, NASUWT, commented, "This is an enormous leap forward for us – it will immeasurably improve our case work management across the Union. The end result will be an enhanced service to our members, which is of paramount importance to us.

"We are very impressed by LexisNexis' understanding of our requirements along with the company's flexibility and willingness to address our needs. This played a crucial role in our selection of Visualfiles. Having investigated the market for similar solutions, none of the other organisations were able to match our expectations – both from the technology and customer approach standpoints."



Visualfiles will deliver tremendous operational efficiency gains to the Union. Standardised processes, procedures and reporting tools will facilitate increased staff efficiency and case work handling. In addition, a single case management system will improve information sharing across teams and enable case work to be easily transferred between regional sites and the Head Office based in Rednal, Birmingham. This is crucial as the regional teams handle the majority of the cases, passing on the more complex cases to the Head Office or those requiring referral to the legal team for member representation.

Users of Visualfiles will require minimal training owing to its ease of use. It has a Microsoft Outlook interface, which is familiar to case workers and the legal staff. This means that there will be a negligible learning curve for users and no disruption to ongoing case work. It will also enhance case work load sharing between staff as Visualfiles provides a fully searchable case history, including emails, offering case workers a complete view of the cases they are working on.

Tim Cheadle, General Manager, LexisNexis Practice and Productivity Management, added, "Visualfiles is ideal for diverse case work environments. It guarantees consistently high service standards across organisations by helping to manage repetitive, but critical processes and frees up valuable case worker time to allow them to concentrate on the more important tasks.

"In addition, it provides organisations with insight and analysis that is very beneficial from an overall management perspective. We are looking forward to working with such a prominent Union."

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 a 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.

About NASUWT

The National Association of Schoolmasters Union of Women Teachers (NASUWT) is the largest teachers' union in the UK. The NASUWT provides first-class legal and professional services through a high quality network of school-based representatives, local and national officers, staff and specialist legal advisors. The NASUWT is a campaigning union led by practising teachers.

NASUWT Members are entitled to full casework (and legal) advice, support and representation regarding all matters arising from teaching employment. The Union also provides a legal advice service for non-employment matters such as personal injury, traffic accidents and injuries, free Will writing and conveyancing. For more information, please visit www.nasuwt.org.uk.

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